



# Conversation Transformation: Recognize and Overcome the 6 Most Destructive Communication Patterns

*Ben Benjamin, Amy Yeager, Anita Simon*

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**One of the *New York Post*'s Top 10 Best Career Books of 2012**

**Repair communication breakdowns on the spot and drive positive results in every conversation**

Failed conversations can take a heavy toll on our professional and personal lives, threatening to damage relationships, erode trust, and make it impossible to resolve conflicts, reach decisions, or achieve mutual understanding.

*Conversation Transformation* gives you practical guidelines for managing the six most common (and aggravating) conversation killers: yes-buts, mind-reads, negative predictions, leading questions, complaining, and verbal attacks. Each skill-building chapter guides you through a three-step process for replacing unconstructive habits with more effective responses:

## **AWARENESS**

Learn to recognize an ineffective communication pattern the instant it occurs

## **ACTION**

Use specific new strategies to turn the conversation in a better direction

## **PRACTICE**

Engage in repeated, structured practice to turn those actions into new habits

**Praise for *Conversation Transformation*:**

“Devastatingly insightful . . . provides the practical coaching you need to change old habits and transform your interactions.”

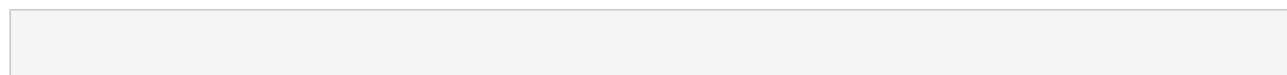
—**SHEILA HEEN and DOUGLAS STONE**, bestselling authors of *Difficult Conversations*

“An invaluable resource . . . filled with simple tools and fixes to improve communication skills, exactly the skills that can make us all more effective in politics, business, and life.”

—**SENATOR JOHN F. KERRY**

“Practical, inspiring, and powerful. You will never look at your conversations the same way again.”

—**SUZANNE BATES**, bestselling author of *Speak Like a CEO* and *Discover Your CEO Brand*



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