

This is a book about talking. It's not about making speeches or doing formal presentations.

Think about the ways words can turn acquaintances into friendships, or how words can make impressions that don't represent who we are. Talking is important. Sure, we all talk, but some converse with others more easily and effectively. How do they do that? Conversation with others is like a game. In this game, you can practice skills and get better, just like you can with any game. The chapters in this book give readers strategies for: -- improving listening and assertive phrasing, -- experiencing better conflict resolution with a 5 step, and 3 step process, -- accepting compliments, -- making real apologies, -- managing small talk and online talk, -- contributing to classroom discussions, -- improving flow and tone of speaking, and -- avoiding conversational traps. This book is for you and me and all of us. I hope you enjoy it, and I'd love to hear from you.

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