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Difficult conversations are
a part of everyday life.

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Each day we either attempt or avoid such conversations, whether it's confronting an underperforming employee or simply disagreeing with a spouse.

Welcome | Stone & Heen

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Doug Stone has taught
negotiation and helped
resolve disputes around the

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world. In addition to being a lecturer on Law at Harvard Law School for more than 20 years, he teaches courses for the Program on Negotiation at Harvard Law School. Co-author of best-selling books and numerous

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articles on negotiation and conflict resolution, Stone has appeared on many radio and TV shows including Oprah.

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Discuss What ...

Difficult Conversations walks you through a proven, concrete, step-by-step approach for understanding and conducting tough conversations. It shows you how to get ready, how to

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start the conversations in ways that reduce defensiveness, and how to keep the conversation on a constructive track regardless of how the other person responds.

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written by Conflict Research
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Most, Douglas Stone, Bruce
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important both in formal
negotiations

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"Douglas Stone is
bestsellersauteur (Difficult

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Conversations), Harvard-wetenschapper en tevens ervaringsdeskundige: door het begeleiden van vele bedrijven, overheidsinstanties en salesteams, maar ook bijvoorbeeld families,

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wetenschappers en chirurgen,
heeft Stone alle theorie in
de praktijk kunnen brengen
en testen.

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We attempt or avoid
difficult conversations
every day - whether dealing
with an underperforming
employee, disagreeing with a
spouse, or negotiating with
a client.

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map" without having the
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Heen, offers constructive
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through those encounters.
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human interactions
Conversations make up a
significant portion of many
of our days.

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Stone and Heen have spent
the last 10 years working
with businesses, nonprofits,
governments, and families to
determine what helps us
learn and what gets in our
way. With humor and clarity,

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they blend the latest insights from neuroscience and psychology with practical, hard-headed advice.

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skills, and management sciences guide which shares the proven techniques and tactics to win the conversations. Douglas Stone & Sheila Heen & Bruce Patton are the author of this fantastic book.

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"difficult conversations are almost never about getting the facts right. They are about conflicting

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perceptions,
interpretations, and
values." ? Douglas Stone,
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dif?cult conversations will
always chal-lenge you. The
authors know this from
experiences in our own
lives. We know what it feels
like to be deeply afraid of
hurting someone or of

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