

# WHAT TO SAY



ASCENT  
AUDIO

## WHEN THINGS GET TOUGH

BUSINESS COMMUNICATION STRATEGIES FOR  
**WINNING PEOPLE OVER** WHEN THEY'RE  
ANGRY, WORRIED, AND SUSPICIOUS  
OF EVERYTHING YOU SAY

**LEONARD S. GREENBERGER**

*Partner, Potomac Communications Group, Inc.*

# What To Say When Things Get Tough Business Communication Strategies For Winning People Over When Theyre Angry Worried And Suspicious Of Everything You Say

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## **What To Say When Things Get Tough Business Communication Strategies For Winning People Over When Theyre Angry Worried And Suspicious Of Everything You Say:**

*What to Say When Things Get Tough: Business Communication Strategies for Winning People Over When They're Angry, Worried and Suspicious of Everything You Say* Leonard S. Greenberger, 2013-05-03 BREAK THROUGH ANYONE'S ANGER AND WIN THEIR TRUST IN CRISES LARGE AND SMALL Leonard S Greenberger is a partner at one of today's most successful public relations firms In What to Say When Things Get Tough this seasoned expert offers verbal and nonverbal skills for handling communication crises in any public forum This book is one of the best guidebooks on the practice of public relations that I have seen Jim Owen Executive Director Member Relations Edison Electric Institute If you want to learn why PowerPoint is a very poor way to present why empathy works wonders how positive messages eye contact and the right facial expressions can add up to make you overwhelmingly effective or not then this book is for you Ari Weinzweig cofounder and founding partner Zingerman's and author of Zingerman's Guide to Giving Great Service and Zingerman's Guide to Good Leading Every business professional should have a copy on the shelf and pull it down whenever a tough situation presents itself Win Porter President Waste Policy Center former Assistant Administrator for Solid Waste and Emergency Response U S Environmental Protection Agency **New York Magazine** ,1983-09-12 New York magazine was born in 1968 after a run as an insert of the New York Herald Tribune and quickly made a place for itself as the trusted resource for readers across the country With award winning writing and photography covering everything from politics and food to theater and fashion the magazine's consistent mission has been to reflect back to its audience the energy and excitement of the city itself while celebrating New York as both a place and an idea **New York Magazine** ,1987-05-11 New York magazine was born in 1968 after a run as an insert of the New York Herald Tribune and quickly made a place for itself as the trusted resource for readers across the country With award winning writing and photography covering everything from politics and food to theater and fashion the magazine's consistent mission has been to reflect back to its audience the energy and excitement of the city itself while celebrating New York as both a place and an idea **New York Magazine** ,1987-03-30 New York magazine was born in 1968 after a run as an insert of the New York Herald Tribune and quickly made a place for itself as the trusted resource for readers across the country With award winning writing and photography covering everything from politics and food to theater and fashion the magazine's consistent mission has been to reflect back to its audience the energy and excitement of the city itself while celebrating New York as both a place and an idea **Best Life** ,2008-04 Best Life magazine empowers men to continually improve their physical emotional and financial well being to better enjoy the most rewarding years of their life **New York Magazine** ,1987-09-07 New York magazine was born in 1968 after a run as an insert of the New York Herald Tribune and quickly made a place for itself as the trusted resource for readers across the country With award winning writing and photography covering everything from politics and food to theater and fashion the

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