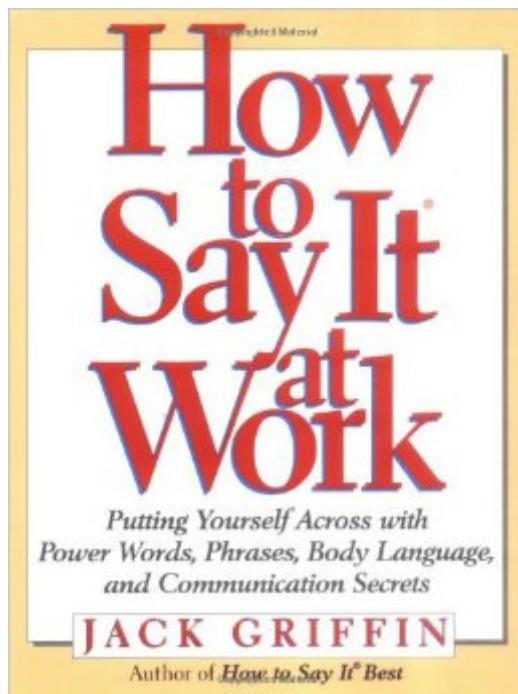


The book was found

How To Say It At Work: Putting Yourself Across With Power Words, Phrases, Body Language, And Communication Secrets



Synopsis

In his new book, *How To Say It At Work: Putting Yourself Across with Power Words, Phrases, Body Language, and Communication Secrets* (Prentice Hall Press, June 1998), Communications expert Jack Griffin brings together verbal and non-verbal strategies for communication in one easy to read book that would otherwise only be found in half a dozen assorted titles. Arranged into two parts, this book will teach the reader systematically how to improve on his or her communication skills. Part I emphasizes determining what the reader needs to improve the most. By using the self-test, a person can pinpoint exactly what areas of communication they have the most difficulty in. Part II shows how to improve on the problems predetermined in Part I by providing power words, surprising facts, secret techniques, real-world strategies, and special phrases. Part II will also teach the reader the art of nonverbal communication. Nothing you do in business is as important as putting yourself across. This book shows how to put yourself across in every major business situation, and to all the key players in business: supervisors, colleagues, subordinates, client and customers, vendors and suppliers, and creditors and investors, as well as to your lawyer and people in the community.

Book Information

Series: How to Say It...

Paperback: 394 pages

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Average Customer Review: 4.3 out of 5 stars [See all reviews](#) (26 customer reviews)

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Customer Reviews

I started teaching people to make PowerPoint presentations around 1992. Around 1995, I realized that many people were talking about themselves, so I suggested that the most important word they

could use was "You." In 2003, I realized that people who wanted to be accepted by their audience should use the word "We." And then I picked up this book and read that the three most important words in a business person's vocabulary were "we," "us," and "our." And that was on page eleven. At that point I was sold. It's very easy to open your mouth and say your message in a way that alienates people. Very few people can negotiate difficult communications, but this book will help them do this. The book shows you words, phrases and body language to use and to avoid. It has numerous samples of conversations you can have with your fellow workers to put yourself in the best position. The book covers all kinds of spoken business communications - the four largest sections include Getting a Job, speaking with your Supervisors, your Colleagues, and your Subordinates. Other groups are Prospective Clients, Current Clients, Handling Credit, Collection, and Customer Complaints, Vendors and Suppliers, and Lenders and Investors. In many cases you'll see the traps you can fall into. You need to use this book with a little thought, in that the circumstances are usually similar to what you have to deal with, but not identical. But a few minutes' reading will change you from being a tongue-tied person to someone who achieves what you want. I feel sorry for people who dismiss this and other similar books as "just common sense."

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