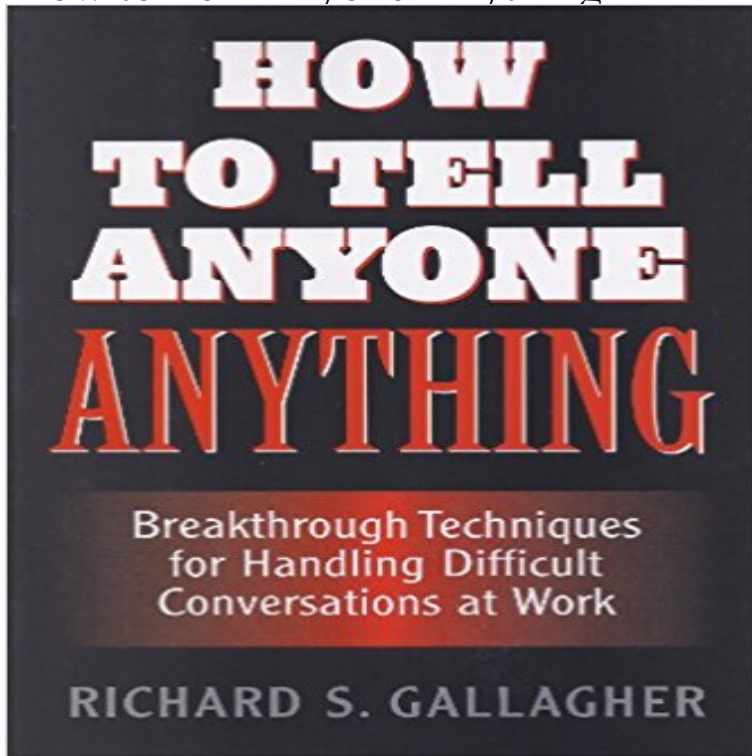


How to Tell Anyone Anything



My specialty is teaching people how to communicate in difficult situations. As a former customer service executive - and now as a speaker, trainer, and practicing therapist - my books and training programs explore the mechanics of how we communicate, based on recent principles of behavioral psychology. I am perhaps best known for my two #1 customer service bestsellers *The Customer Service Survival Kit* (AMACOM, 2013) and *What to Say to a Porcupine* (AMACOM, 2008), as well as *How to Tell Anyone Anything* (AMACOM, 2009), which explores how to handle difficult workplace conversations. If you are looking for smile training or basic advice on communications skills, there are lots of books out there. But if you want to learn what to say to someone after you've just towed their car away - or how to talk to a co-worker who needs to shower more often - or what will defuse a toxic boss - you've come to the right place! Enjoy my books, or Google me to learn more. Welcome!

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