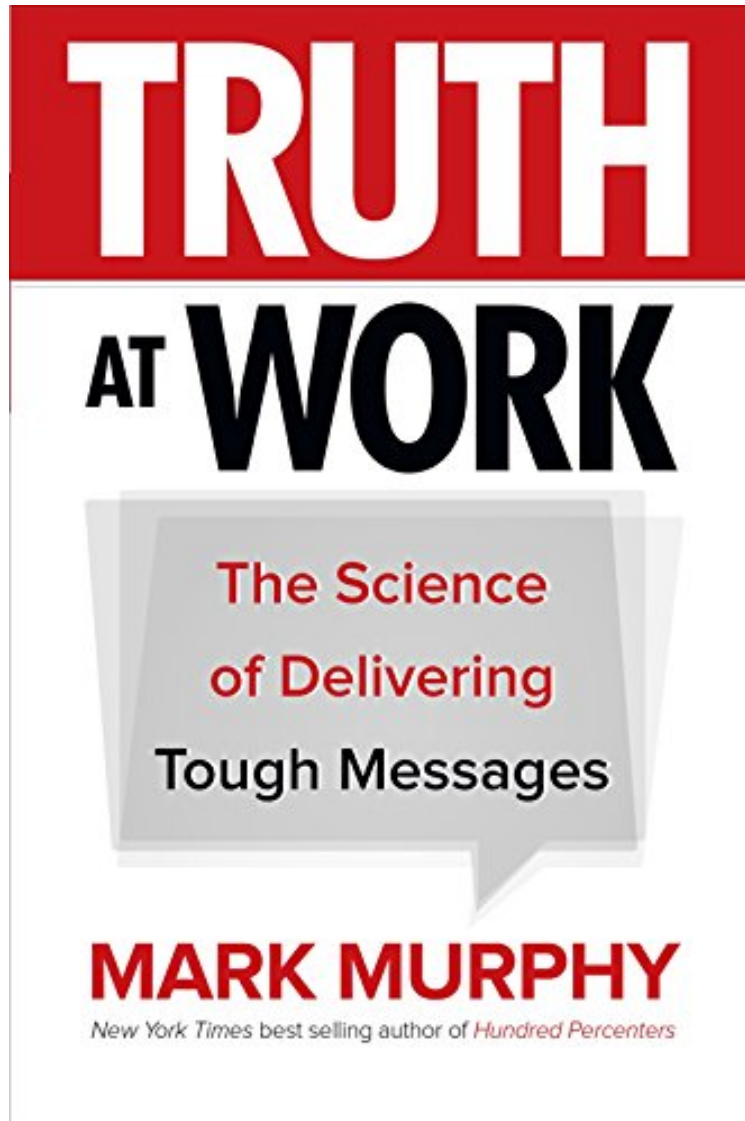


(Download free pdf) Truth at Work: The Science of Delivering Tough Messages (Business Books)

## Truth at Work: The Science of Delivering Tough Messages (Business Books)

Mark Murphy

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**Mark Murphy : Truth at Work: The Science of Delivering Tough Messages (Business Books)** before purchasing it in order to gauge whether or not it would be worth my time, and all praised Truth at Work: The Science of Delivering Tough Messages (Business Books):

3 of 3 people found the following review helpful. Fascinating and informative...By Maria PooleI found this book worth reading for the true story examples alone that Murphy has added to drive the points home. It blows your mind to read about what one of our medical pioneers went through in order to present the idea that wash hands might save

lives. Lives were indeed saved when implementing this practice but he was still scoffed at as well as much worse. This book explains the psychology behind what makes it so hard to deliver the truth to different types of people. Also, it presents a plan to better go about presenting this type of information. I am drawn to this type of book due to getting a degree in Psychology but often a book is interesting but not particularly useful. This book is both interesting and useful. Murphy managed to write a book that is short on pages but long on information.<sup>2</sup> of 2 people found the following review helpful. truth at work By Alla S. "The Truth at Work" focuses on getting to the part where one can confront a co-worker about a problem, and get results without a blowback on the part of the offended party. The book spends some time discussing why exactly recipients of the confrontation (which the book urges to call a "conversation" due to focusing on a dialogue, instead of a diatribe) might not be open to the truth (including unawareness, financial resistance, psychological resistance), while also urging the other person to be able to put themselves in their shoes. The book also advises to use the FIRE framework--which involves being focused on the Facts, Interpretations, Reactions, and Ends--and being able to listen with structure (and avoid certain conversation-stopping phrases). Overall, I found this to be an informative book.<sup>1</sup> of 1 people found the following review helpful. Great By DarrenIngram\_dot\_com A great book that aims to show a way of delivering tough, often unpleasant messages, without creating anger or defensiveness in the recipient. Nothing can be guaranteed, of course, but even reducing the negative impact whilst diluting the message is surely a good thing. It seemed to be one of the better, more-helpful and more-useful "self-help" books out there. Authentic, powerful and considerate, the book is based on the author's prior research and field experience. You can sense that it has the real potential to change some people for the better. By reading it you will get a better understanding of how to present messages to a recipient who may be similarly confused, defensive or shocked at what is being relayed. Leaving the message undelivered is not an option. Of course, you don't have to necessarily have bad news to get the most of this book, as it can help you strengthen your communications and presentational skills at the same time. The advice is equally relevant in one's personal life too: it is not restricted just to the workplace. Would it be fair to say that this is a book you don't want to have a need to read, but it is good that you can take its advice just in case? Better to be forewarned and forearmed.

The truth matters! New York Times bestselling author Mark Murphy returns, with the latest science and techniques for delivering tough messages without causing anger or defensiveness. The greatest workplaces have one thing in common; they speak the truth! And they do it without causing anger, resentment, or defensiveness. Unfortunately, a whopping 80 to 90 percent of employees and managers are reluctant, or struggle, to speak the truth. New York Times bestselling author Mark Murphy provides the science and tools for calmly and rationally leading people to question their preconceptions, accept new information, and eventually change their beliefs. Truth at Work shows that by moving from confrontations to conversations, from feelings to facts, and from diatribe to dialogue, you can get everyone to hear and accept hard truths. You'll learn: • How psychological phenomena like cognitive dissonance, the Dunning-Kruger effect, and selective perception cause people to deny, resist or attack the truth • How to delayer your conversations into 4 parts (Facts, Interpretations, Reactions, Ends) and which pieces you should and shouldn't share • How the 5-part I.D.E.A.S. Script can make someone a willing participant in a truthful dialogue • How to assess if your current approach is too tough or too soft • A checklist for diagnosing whether you need a one-time talk or multi-conversation process • How Structured Listening helps you calmly and logically control volatile conversations • The 7 phrases that make people defensive (and what you should say instead) • And much more! Whether you're trying to gain acceptance for a brilliant discovery, convince an employee to get to work on time, stop your coworker from being a jerk or urge your boss to tell you the truth about why they're mad, Truth At Work makes even the toughest messages easy to hear.

From the Back Cover "Truth at Work is a must read for business leaders looking to engage in candid conversations that yield real business results. Truth Talks are vital to preserving cultural integrity, enhancing performance, and building trust in any organization." Alba M. Aleman, Chief Executive Officer Citizant, Inc. "Truth at Work was exactly the book I needed to read. I considered myself weak because I avoided conflict until I got angry. My fear of confrontation caused at least two employees to crash and burn. This book gave me the tools I needed to be proactive. To give feedback without whimpering out or hurting relationships. I don't avoid tough conversations anymore." Dennis Hoffman, CEO Engage USA About the Author Mark Murphy is the founder of Leadership IQ, a leadership training and research firm that helps companies improve performance and employee engagement. He has advised more than 100,000 leaders from virtually every industry and half the Fortune 500. A New York Times bestselling author, Murphy has been featured as an expert on worker engagement in Fortune, Forbes, BusinessWeek, and The Washington Post.