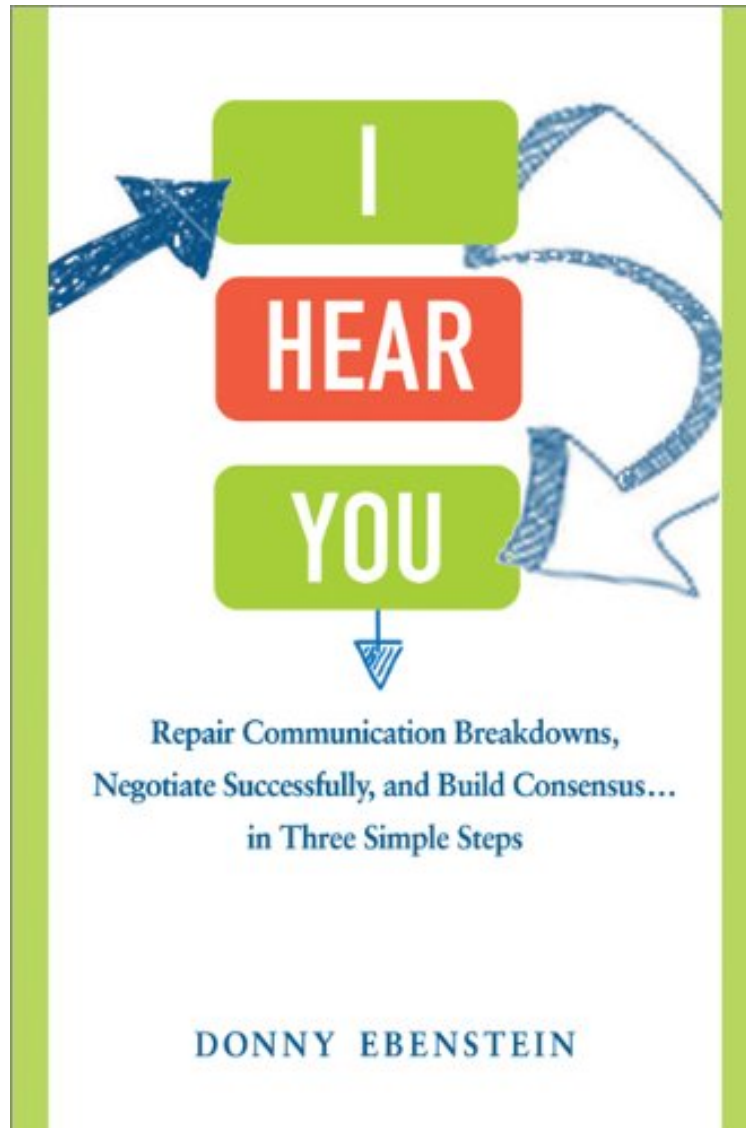


[Mobile library] I Hear You: Repair Communication Breakdowns, Negotiate Successfully, and Build Consensus . . . in Three Simple Steps

I Hear You: Repair Communication Breakdowns, Negotiate Successfully, and Build Consensus . . . in Three Simple Steps

Donny Ebenstein

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Donny Ebenstein : I Hear You: Repair Communication Breakdowns, Negotiate Successfully, and Build Consensus . . . in Three Simple Steps before purchasing it in order to gauge whether or not it would be worth my time, and all praised I Hear You: Repair Communication Breakdowns, Negotiate Successfully, and Build Consensus . . . in Three Simple Steps:

0 of 0 people found the following review helpful. Good stuff, though a bit repetitious By M. Philips I found this book a

good read as I am often in situations where I have to communicate at work either to the people upstairs or the people "downstairs" from me that I'm managing. I wanted to improve my communications and also find a way of dealing with difficult situations in the workplace due to office politics. Though I find the content of the book and the concepts very helpful I didn't find the book particularly well-written. Nowadays all kinds of so-called "experts" write books I just wish they could find a decent writer to write it for them. I could see the volume of this book easily cut in half while delivering the same messages. The real life examples were helpful but where one or two examples would've sufficed there were too many, therefore I found the book rather repetitious. If you master the skill of speed reading while scanning you can get through this book pretty fast and digest all its content pretty well.

1 of 1 people found the following review helpful. A very practical guide for people who feel stuck to regain a sense of control and move forward in a positive way

By Marc Fein I started this book expecting to learn how to communicate and negotiate more effectively. I finished the book with a new perspective on my personal and professional relationships and with the tools to get "unstuck" and retake control of my life. Donny Ebenstein provides not only excellent guiding questions and tips that help the reader flex their minds and achieve new perspective on their work relationships, but an overarching philosophy that unflinchingly places the onus of responsibility on the reader to retake control of their own actions. If you honestly examine your beliefs and actions then you can discover how you can change yourself to help get you unstuck and affect the broader dynamic in a constructive way.

1 of 2 people found the following review helpful. A Must Read!

By Customer Conflicts and communications breakdowns are inevitable. Mr. Ebenstein refers to these as "stuck situations." In his book, *I Hear You*, he provides useful and practical tools and techniques for identifying and resolving conflicts and communication failures. The premise of the *I Hear You* is that you must "flex" your mind to respect and process different perspectives, situations and natural tensions in order to get "unstuck." Mr. Ebenstein shares concrete and vivid examples (example situations/conversations) that clearly illustrate the application of his methods and bring his practices to life. He also provides easy to follow tips incorporating and practicing his techniques. *I Hear You* is the rare "guidebook" that provides practical, useful information while entertaining the reader and not getting bogged down in technical jargon or esoteric philosophical theories. This book can be useful to anyone seeking to improve their personal or professional communications and relationships. As a practicing attorney and business owner, I have been able to incorporate a number of Mr. Ebenstein's suggestions into my own professional life with great results and I have seen Mr. Ebenstein's techniques successfully employed to resolve significant conflicts. Put simply, Mr. Ebenstein really understands what it takes to move past differences and build consensus and in *I Hear You* he shares the "secret saucer" with us.

Birth, death, and conflict—three things you truly can't avoid. Whether it's big or small, conflict eats into productivity and makes people feel stuck. Yet solutions exist for even the toughest situations with the most intractable people. The answer lies in better communication—not just using different words, but rather learning to think differently. *I Hear You* supplies proven techniques for stepping outside one's point of view and seeing things from other perspectives. Sample dialogues show how this shift in thinking leads to better conversations and greatly improved outcomes. Readers learn how to:

- Tell the other person's story—the cornerstone of real engagement
- Look from the outside in and see themselves as others do
- Recognize the role systemic factors play—and transform a conflict into a shared challenge
- Overcome the defense mechanisms that derail dialogue

For anyone trying to negotiate a difficult situation with a boss, colleague, employee, or client, *I Hear You* changes opposition into understanding and mere talk into real trust.

From the Inside Flap Frustrated with the difficult people in your work life? With the boss who barks orders, the colleague who misses deadlines, the client who can't articulate what he really wants? Conflict at work can be especially draining when everything you say or do to solve the problem only seems to make it worse. So how can you get unstuck and fix the inevitable breakdowns in communication? Even situations that seem hopeless can be turned around quickly, and you have the power to do it. The key is to not merely use different words but to learn to think differently. Written by a skilled mediator and conflict negotiator, *I Hear You* supplies proven techniques for stepping beyond the confines of your own viewpoint and fully grasping the perspectives of others: what drives them to do the things they do, and how very differently they might perceive the same situation. By making this simple but radical shift in thinking, your words will follow suit, paving the way to better conversations and greatly improved outcomes. *I Hear You* delivers a wealth of valuable resources to guide you on the path from opposition to understanding, conflict to consensus, including:

- Sample dialogues illustrating both constructive and damaging conversations
- How to tell the other person's story—the cornerstone of real engagement
- Tips for erasing internal resistance and defense mechanisms that can block you from seeing other viewpoints and derail dialogue
- Guidelines for identifying the systemic factors that fuel your conflicts
- How to use the powerful technique of role playing to improve your skills in stuck situations

When conflict erupts in your professional or personal life, it's natural to categorize the players and issues as "right" or "wrong." But that splintered thinking is

rarely helpful and often leads to further turmoil. You can't fix people, and you can't control every situation. But *I Hear You* will give you the insights and practical tools to view communication challenges through a wider, more nuanced lens, and to locate the words, the tone, and the perspective needed to empathetically hear the other side—and help them hear you. Donny Ebenstein is an international expert in communication, negotiation, and conflict resolution. He has trained, coached, and mediated for private and public sector clients across five continents, with extensive experience in the Middle East. He holds a degree from Harvard Law School and lives in New York City with his wife and three sons. From the Back Cover ADVANCE PRAISE for *I HEAR YOU*: "I Hear You teaches that getting stuck doesn't mean you have to stay stuck. Ebenstein empowers readers to change their thinking and transform relationships, providing powerful and critical advice for the busy executive." — Marshall Goldsmith, leading executive coach and bestselling author of *What Got You Here Won't Get You There* "Like the author himself, this book is bursting with wisdom, humor, and heart. Ebenstein draws from a wealth of familiar business and family conflicts to show how even small adjustments in our own attitudes and behavior can have a big impact on our relationships and our results." — Sheila Heen, coauthor of *Difficult Conversations* "Everyone can benefit from *I Hear You*. The techniques it provides for understanding other people's perspectives turn impossible-seeming challenges into puzzles with workable solutions. This book is a must read!" — Daniel Gordon, Partner, Outreach Development "I Hear You should be mandatory for every law and business school curriculum. From negotiating deals to managing company departments, this book teaches thoughtful and effective communication. Its mix of theory and practicality—delivered with wit and humor—is a great read and resource for the busy professional." — Brian J. Tsai, Chief Administrative Officer, Highstar Capital "I Hear You is a must-read for anyone seeking to build healthier relationships with co-workers, supervisors, employees, family members, and friends. With his warm and engaging style, Ebenstein challenges us to improve our own communications in order to succeed in the workplace and at home." — Rabbi Jill Jacobs, Executive Director of *Trumah: The Rabbinic Call for Human Rights*, and author of *Where Justice Dwells* "This book deserves a permanent place on every executive's bookshelf." — Michael Herring, CCO and Head of Operations, Pine Grove Asset Management LLC

About the Author Donny Ebenstein is an international expert in negotiation, communication, and conflict resolution. Beginning in 1996, Donny worked in the Middle East. During that time he co-founded the Jerusalem Mediation Institute, one of the first mediation centers in Israel. Donny's work in the Middle East included training for the Israel Defense Forces on how to collaborate more effectively on joint patrols with their Palestinian counterparts, and joint workshops for Israeli and Palestinian Border Crossing Staff on skills for resolving conflict. In 2000, Donny formed Ebenstein Consulting Incorporated to serve clients in negotiation, communication and conflict resolution. He has worked with professionals of all levels of seniority, from recent college graduates to partners, directors, and the top levels of management. Donny is a graduate of Harvard Law School and holds a BA in Psychology from the University of Michigan.