Just Listen: Discover The Secret To Getting Through To Absolutely Anyone

The best-selling author and producer of The Secret offers inspiring quotes and affirmations to encourage personal journaling and reflection on gratitude and abundance, equipping individuals with a powerful tool to transform their lives and experience more joy. 500,000 first printing. $250,000 ad/promo.

Disregard the myth of the lone professional “superman” and the rest of our culture’s go-it alone mentality. The real path to success in your work and in your life is through creating an inner circle of “lifeline relationships” – deep, close relationships with a few key trusted individuals who will offer the encouragement, feedback, and generous mutual support every one of us needs to reach our full potential. Whether your dream is to lead a company, be a top producer in your field, overcome the self-destructive habits that hold you back, lose weight or make a difference in the larger world, Who’s Got Your Back will give you the roadmap you’ve been looking for to achieve the success you deserve. Keith Ferrazzi, the internationally renowned thought leader, consultant, and bestselling author of Never Eat Alone, shows us that becoming a winner in any field of endeavor requires a trusted team of advisors who can offer guidance and help to hold us accountable to achieving our goals. It is the reason PH.D candidates have advisor teams, top executives have boards, world class athletes have fitness coaches, and presidents have cabinets. In this step-by-step guide to the powerful principles behind personal growth and change, you’ll learn how to: · Master the mindsets that will help you to build deeper, more trusting “lifeline relationships” · Overcome the career-crippling habits that hold you back, once and for all · Get further, faster by setting goals in a dramatically more powerful way · Use “sparring” as a productive tool to make the decisions that will fuel personal success · Replace the yes men in your life with those who get it and care – and will hold you accountable to achieving your goals · Lower your guard and let others help! None of us can do it alone. We need the perspective and advice of a trusted team. And in Who’s Got Your Back, Keith Ferrazzi shows us how to put our own “dream team” together.

Why Cope When You Can Heal? is an essential resource for doctors, nurses, paramedics, and other healthcare professionals—and the leaders who support them—as they navigate the traumatic stress they have experienced and continue to face. COVID-19 has traumatized the world—and no group has been more impacted than frontline healthcare workers. They’ve worked without adequate personal protective equipment (PPE), witnessed mass death, and been forced to make choices that haunt them. Many have fallen ill, while others have worried endlessly about their own health and that of their loved ones. Additionally, all of this is happening in the context of a divided nation, a struggling industry, and a “just get over it” culture that exacerbates the problems healthcare workers face, while minimizing their suffering. These factors have created the perfect storm for widespread stress, depression, anxiety, and hopelessness—and, increasingly, posttraumatic stress disorder (PTSD). Medical doctor and psychiatrist Mark Goulston shares practical, evidence-based techniques and treatments for managing traumatic stress that will fill you with hope and inspiration. In Why Cope When You Can Heal?, you will discover: real-world accounts and experiences from frontline workers; an overview of treatment options; and exercises, tools, and tips that you can use today. This guide will help you—and those you love and support in the COVID-19 battle—begin the process of healing from the inside out and reconnect with the joys and rewards of career and life.

Improve communication, resolve conflicts, and avoid the most common conversational disasters through simple, easily remembered strategies that deflect and redirect negative behaviour. Verbal Judo is the martial art of the mind and mouth that can show you how to be better prepared in every verbal encounter. Listen and speak more effectively, engage people through empathy (the most powerful word in the English language), avoid the most common conversational disasters, and use proven strategies that allow you to successfully communicate your point of view and take the upper hand in most disputes.

Discover the Secret to Getting Through to Absolutely Anyone

Verbal Judo

The Lost Art of Listening, Third Edition

"i Get To": How Using the Right Words Can Radically Transform Your Life, Relationships & Business

Power Questions

How Healthcare Heroes of COVID-19 Can Recover from PTSD

The multi-award-winning international bestseller

Nora, Silas, and Avery are three unusual apricots! After being picked from their tree, they are taken home to live with Mr. and Mrs. Orchard. This begins their adventures with the "outside" world. They find out their favorite foods, build a roller coaster, and find new and exciting ways to climb furniture. These happy apricots will always make you smile with their newest discoveries! This book is printed in black and white.

“[Goulston's]ideas are a bit counter-intuitive but they really do shift the dynamic and help people diffuse and disarm the irrational person leading to more positive outcomes.” -- Online MBA Because some people are beyond difficult... Let’s face it, we all know people who are irrational. No matter how hard you try to reason with them, it never works. So what’s the solution? How do you talk to someone who’s out of control? What can you do with a boss who bullies, a spouse who yells, or a friend who frequently bursts into tears? In his book, Just Listen, Mark Goulston shared his bestselling formula for getting through to the resistant people in your life. Now, in his breakthrough new book Talking to Crazy, he brings his communication magic to the most difficult group of all—the downright irrational. As a psychiatrist, Goulston has seen his share of crazy and he knows from experience that you can’t simply argue it away. The key to handling irrational people is to learn to lean into the crazy—to empathize with it. That radically changes the dynamic and transforms you from a threat into an ally. Talking to Crazy explains this counterintuitive Sanity Cycle and reveals: Why people act the way they do • How instinctive responses can exacerbate the situation—and what to do instead • When to confront a problem and when to walk away • How to use a range of proven techniques including Time Travel, the Fish-bowl, and the Belly Roll • And much more You can’t reason with unreasonable people—but you can reach them. This powerful and practical book shows you how.

The authors debunk the empty promises of many recent self-help books with their simple, sensible approach to real-life fulfillment. They have developed a scientifically supported model that really can raise happiness and bring life under control.

An arsenal of powerful questions that will transform every conversation Skillfully redefine problems. Make an immediate connection with anyone. Rapidly determine if a client is ready to buy. Access the deepest dreams of others. Power Questions sets out a series of strategic questions that will help you win new business and dramatically deepen your professional and personal relationships. The book showcases thirty-five riveting, real conversations with CEOs, billionaires, clients, colleagues, and friends. Each story illustrates the extraordinary power and impact of a thought-provoking, incisive power question. To help readers navigate a variety of professional challenges, over 200 additional, thought-provoking questions are also summarized at the end of the book. In Power Questions you’ll discover: The question that stopped an angry executive in his tracks The sales question CEOs expect you to ask versus the questions they want you to ask The question that will radically refocus any meeting The penetrating question that can transform a friend or colleague’s life A simple question that helped restore a marriage When you use power questions, you magnify your professional and personal influence, create intimate connections with others, and drive to the true heart of the issue every time.

Empire of Pain

Just Listen

The Monster on Top of the Bed

Discover the Japanese Secret to a Long and Happy Life in Just Twelve Weeks

The Secret to Teen Power

Words That Work

Mastering the Most Critical Business Skill of All

Are you listening or just waiting to speak? is a clear and pragmatic guide and toolkit for leaders and managers at work and, well, just about anyone who wants to communicate and influence more effectively! It is full of intelligent perspectives on listening and its principles, challenges and benefits, highlighting the importance and impact of good quality listening, recognising the challenges and pitfalls into which we can all too easily fall - and what to focus on to make a difference for others, and yourself. Jane brings great warmth and huge experience to the subject, bringing it alive with examples and connections to everyday life. Read this and you may enter a whole new world of rich information and understanding that you never knew existed while you were just waiting for the opportunity to say what you already knew

A dreamtime journey takes Giraffe on a quest to discover that changing our physical appearance is not the answer to finding happiness. Through friends and a special meeting with a unicorn, wonderful learning takes place on the importance of accepting and loving yourself with joy, enthusiasm, and gratitude. The book also includes practical information and exercises to assist parents with developing the practice of everyday gratitude in our lives.

Most of us are acquainted with the old riddle that goes: "If a tree falls in the forest, and no one is in the area to hear it, does it make a noise?" From a communication point of view, the answer must be a definite "No." Even though there are sound waves, there is no sound because no one perceives it. For communication to take place, there must be both a sender and a receiver. This guide is focused on the receiver - the one who provides feedback to the sender. Most people spend roughly 70% of their waking hours in some form of verbal communication. Yet, how many of us have ever had any formal training in the art of listening? This guide will teach you everything you need to know in order to be an effective listener. My name is Meir Liraz and I'm the author of this book. According to Dun & Bradstreet, 90% of all business failures analyzed can be traced to poor management. This is backed up by my own experience. In my 31 years as a business coach and consultant to businesses, I've seen practically dozens of business owners fail and go under -- not because they weren't talented or smart enough -- but because they were trying to re-invent the wheel rather than rely on proven, tested methods that work. And that is where this book can help, it will teach you how to avoid the common traps and mistakes and do everything right the first time. Table of Contents: 1. Introduction 2. What Listening Is 3. Guides to Effective Listening 4. Barriers to Effective Listening 5. Limit Your Own Talking 6. Effective Listening Tips

Shares practical recommendations for employees and managers on how to overcome self-sabotaging behaviors that can compromise career advancement and satisfaction, in a guide that addresses forty self-defeating actions including fear of change, failure to delegate, and expecting too much. Reprint. 25,000 first printing.

The Secret to Propelling Your Business Relationships

The Secret

Why Cope When You Can Heal?

How to Fall in Love Again--and Stay There

The 6 Secrets of a Lasting Relationship

Overcoming Self-Defeating Behavior

What to Do When the Universe Hasn't Delivered

WARNING: DO NOT READ THIS BOOK! ...For amongst its contents you will find: two extraordinary adventurers... a missing magician's diary... a symphony of spells... and a deadly secret. But wait, you already know too much! It is too late. I'm afraid nothing will stop you now. Open the book if you must. But, please, tell no one.

Find your ikigai, or 'reason for being' in this twelve-week personal development program and change your life profoundly. Ikigai is a Japanese term that can be translated, simply, as 'reason for being', and many people across the world believe that finding your own personal ikigai is the secret to a long and happy life. The Book of Ikigai is divided into twelve chapters, one for each week. Each chapter starts with a reflection and personal anecdotes from the author, reiki master Caroline de Surany, and includes playful daily exercises—from drawing to playing a game—to enable you to get closer to your ikigai. Move from Week one: I reconnect with myself, through to Week four: I am not what you think I am, and Week eight: I adopt an attitude of selfcompassion— all the way to Week twelve: I glow. By the time you have finished this book, you will be empowered to understand your own values—what makes you feel connected; what makes you feel love; what gives you a sense of place in the world—and move towards a way of life that will bring you peace of mind and lasting joy.

Transform Your World With Words In I Get To: How Using The Right Words Can Radically Transform Your Life, Relationships & Business, communications expert Alicia Dunams empowers readers and leaders in all ages and stages of their career and life to harness the power of intentional communication for transformational results. By reading this book, which includes 40+ conversation starters for effective communication, you will: Unleash the power of "I get to" vs. "I have to" Discover how the collective "we" can bridge conflicts and create intimacy Discover how curiosity and clarifying questions shift from victim to empowerment for more productive outcomes (even with a perceived loss) Develop subtle ways to communicate and empower others to be their best selves Create mindfulness that supports open, transparent, and vulnerable communication (especially when difficult dynamics are involved) Affirm others through acknowledgement as well as give necessary feedback on what could be shifted for better productivity and results International leadership trainer and communications expert, Alicia Dunams, has coached tens of thousands of leaders, executives, and industry experts to share their message with the world through her signature process and acclaimed Bestseller in a Weekend(R) and other trainings. Find out more at www.AliciaDunams.com.

"Brimming with suspense and intrigue."—MEGAN MIRANDA, New York Times bestselling author of All the Missing Girls From the author of Six Months Later! There was blood on his hands. Why wasn't there guilt in his eyes? Emerson May is"the good girl." She's the perfect daughter, the caring friend, the animal shelter volunteer. But when her best friend's brother breaks into her room, his hands covered in blood, she doesn't scream or call the cops. Because when Deacon smiles at her, Emmie doesn't want to be good... The whole town believes notorious troublemaker Deacon is guilty of assaulting his father. Only Emmie knows a secret that could set him free. But if she follows her heart, she could be trusting a killer... You can't always trust the boy next door. Also by Natalie D. Richards: Six Months Later Gone Too Far One Was Lost We All Fall Down What You Hide Praise for My Secret to Tell: "As addictive as it is unpredictable. Natalie will keep you second guessing until the nail-biting end."—Natasha Preston, New York Times bestselling author of The Cellar and The Cabin "[R]eaders who enjoy heavy doses of psychological and romantic tension will not be disappointed."—VOYA "Plenty of fun and plenty to relate to in this coming-of-age romance with an adrenaline rush."—Kirkus Review

I Am Giraffe

How to Improve Your Listening Skills - Effective Strategies for Enhancing Your Active Listening Skills

A Roadmap for Leading Through Disruption (and Thriving on the Other Side)

Secrets for Powerful Speaking and Listening

The Secret Gratitude Book

Get Out of Your Own Way at Work--and Help Others Do the Same

The Name of This Book is Secret

Robert W. Chambers' engaging spy tale In Secret brings together a dizzying array of ideas and insights, but somehow weaves them together into a harmonious and wholly unique tapestry. The fast-paced story is brimful with memorable characters -- an eccentric cryptographer, a rugged hero struggling with his demons, and a pair of star-crossed lovers whose tragic fate may already be sealed.

Foreword by Keith Ferrazzi, author of Never Eat Alone and Who’s Got Your Back The first make-or-break step in persuading anyone to do any thing is getting them to hear you out. Whether the person is a harried colleague, a stressed-out client, or an insecure spouse, things will go from bad to worse if you can’t break through emotional barricades. Drawing on his experience as a psychiatrist, business consultant, and coach, and backed by the latest scientific research, author Mark Goulston shares simple but powerful techniques readers can use to really get through to people—whether they’re coworkers, friends, strangers, or enemies. Just Listen reveals how to: • Make a powerful and positive first impression • Listen effectively • Make even a total stranger—a potential client, perhaps—feel “felt” • Talk an angry or aggressive person away from an instinctual, unproductive reaction and toward a more rational mindset • Achieve buy-in, the linchpin of all persuasion, negotiation, sales, and more Getting through is a fine art but a critical one. With the help of this groundbreaking book readers will be able to turn the “impossible” and “unreachable” people in their lives into allies, devoted customers, loyal colleagues, and lifetime friends.

The tenth-anniversary edition of the book that changed lives in profound ways, now with a new foreword and afterword. In 2006, a groundbreaking feature-length film revealed the great mystery of the universe—The Secret—and, later that year, Rhonda Byrne followed with a book that became a worldwide bestseller. Fragments of a Great Secret have been found in the oral traditions, in literature, in religions and philosophies throughout the centuries. For the first time, all the pieces of The Secret come together in an incredible revelation that will be life-transforming for all who experience it. In this book, you’ll learn how to use The Secret in every aspect of your life—money, health, relationships, happiness, and in every interaction you have in the world. You’ll begin to understand the hidden, untapped power that’s within you, and this revelation can bring joy to every aspect of your life. The Secret contains wisdom from modern-day teachers—men and women who have used it to achieve health, wealth, and happiness. By applying the knowledge of The Secret, they bring to light compelling stories of eradicating disease, acquiring massive wealth, overcoming obstacles, and achieving what many would regard as impossible.

For the uninitiated, My Secret Life In The Light, will help you begin to understand, how to connect with your internal Light Spirit, to become one with The Light and to travel in The Light. Some of the never changing Universal Truth, found only in the Light, is unveiled. OX discloses what Pure Light Love is all about and how you can use it for your benefit and for the benefit of humanity. A lifelong Universal Light Journeyer, OX wants to encourage as many Light Seekers, Believers, Journeyers and Ambassadors, to join together into powerful interconnected circles of Light Love. Worldwide united love will destroy the controllers of humanity, the Illuminati. OX states Light Love is worse for the evil alien Illuminati than kryptonite is for Superman. This is an amazing book filled with previously secret true stories of miracles and horrors! Finally, OX reveals what is available to you in The Light, with its hope, sharing, caring, peace, delight and love. My Secret Life In The Light will offer you the opportunity to control your happiness, improve your current life, prepare for your destiny and your eternity, along with show you how to help save humanity and perhaps to rescue the planet Earth. In this process, you will learn how to become OMNIPOTENT!

Are You Listening Or Just Waiting to Speak?

Conquer Self-defeating Behavior on the Job

My Secret Life in the Light

How to be Heard

Build Relationships, Win New Business, and Influence Others

The Book of Ikigai

Five Stars

The Secretis an international phenomenon that has inspired millions of people to live extraordinary lives. The Secret to Teen Powermakes that material accessible and relevant for today's over programmed, stressed-out teens. It explains how the law of attraction can help teens navigate their friendships, relationships, schoolwork, money, and even more global issues like politics and the environment. It all happens through the basic principles outlined in The Secret to Teen Powerthat will bring happiness and fulfilment for all who embrace it.

Symbols contain knowledge which has been kept secret, passed on from generation to generation accompanying oral tradition of ancient cultures. These images contain records of knowledge, history, traditions, religions, and customs of ancestors long ago forgotten who whisper to us from their graves, and draw us to the picture language with which they inscribed their legacy. Symbology is the process of decoding these inscriptions, placing them in proper historic context, finding their origins, and unveiling their secrets. Symbology ReVision: Unlocking Secret Knowledge is a revision of Symbology: Decoding Classic Images, and makes a great book even better, with bigger illustrations, glossary, bibliography, and updated material. Embark on a fascinating journey into a misty past, and clear away the fog.

"Blimp, blop, blimp, bloop. Suzy gripped her sheets tightly. Was that noise coming from under her bed?" Helps Children Banish Bedtime FearsSo begins Suzy's adventure where she meets Karrit, another child, and one that lives far under her bed. The two children banish their bedtime fears and become best friends by treating each other the way that they want to be treated.A Fear of Monsters is CommonA fear of monsters under the bed is common with children of all ages, starting with a vague sense of the unknown with younger toddlers and graduating to perhaps a more solid image in the minds of older children.The Monster on Top of the Bed flips the idea around, like the famous Disney Movie Monsters Inc., and bases the story on the concept that it's the monsters that are actually afraid of the children.The Children Model The Golden RuleIn this beautifully illustrated book we meet two children--Suzy and Karrit, and we discover that sometimes things are not always what they seem and when the monster fears the child, we come to see a different perspective on misunderstandings and ignorance.We also discover that it is easy to misinterpret the meanings of words and actions, when Karrit explains to Suzy that certain things she says and does, frightens him.Although the words, "The Golden Rule" never appear in the book, the way the two children treat each other as though they would like to be treated enable the two of them to work together to work out their differences. A friendship forms, and a new light is shed upon them both when they realize that maybe they aren't so different from each other after all.A Mantra that Banishes Nighttime FearsWhen things get scary, both children use Grandmom's mantra, which is highly effective in banishing monsters, ""You're welcome to stay until I say, 'Nay!' Then it's time to go, and you can't say, 'no.'"This is an empowering bedtime story. The multimedia edition contains a link to an .mp4 file that features the same audio tracks in the CD version. Children can listen to the story being read by four narrators who read the story in English, Spanish and Italian. There are page turning sounds to let the child know when to turn the page. There are slight differences between the words in CD version and the Kindle version. Children like the challenge of finding the differences.In addition to reading the story, the multimedia kindle edition also contains bonus material, including an interview with the illustrator, and other stories and poems written by the author.Order Copies For Yourself and Your Friends...It's perfect for three to six-year olds, and six-to-twelve year olds (who are sometimes still afraid of monsters) find the story charming and enjoy reading it to their younger siblings.

Aristotle and Dante Discover the Secrets of the Universe is the beloved cult classic about family, friendship and first love, from award-winning author Benjamin Alire Sáenz. This lyrical novel will enrapture readers of John Green, Love, Simon and Call Me by Your Name. Aristotle is an angry teen with a brother in prison. Dante is a know-it-all who has a unique perspective on life. When the two meet at the swimming pool, they seem to have nothing in common. But as the loners start spending time together, they develop a special friendship – the kind that changes lives and lasts a lifetime. And it is through this friendship that Ari and Dante will learn the most important truths about the universe, themselves and the kind of people they want to be. This incredibly moving and powerful Printz Honor Book follows two teen boys learning to open themselves up to love, despite the world being against them. 'A tender, honest exploration of identity' – Publishers Weekly

The Communication Secrets to Get From Good to Great

How Leaders Find the Right Solutions by Knowing What to Ask

Trauma to Triumph

Book Two in the Secret Series

The Happy Apricots

Who's Got Your Back

How to Deal with the Irrational and Impossible People in Your Life

HuffPost 20 Best Business Books of 2017 — Learn communication skills secrets from one of the most successful TED Talks stars of all time Transform your communication skills: Have you ever felt like you're talking, but nobody is listening? Renowned five time TED Talks speaker and author Julian Treasure reveals how to speak so that people listen – and how to listen so that people feel heard. As this leading sound expert demonstrates via interviews with world-class speakers, professional performers and CEOs atop their field, the secret lies in developing simple habits that can transform our communication skills, the quality of our relationships and our impact in the world. Effective speaking, listening, and understanding skills: How to be Heard includes never-before-seen exercises to develop your communication skills that are as effective at home as in the boardroom or conference call. Julian Treasure offers an inspiring vision for a sonorous world of effective speaking, listening and understanding. Communication skills secrets and tips discussed in How to be Heard include: • Sound affects us all: How to make it work for you and improve your wellbeing, effectiveness and happiness. Why listening matters. How listening and speaking affect one another. • The seven deadly sins of speaking and listening: And how to avoid them; the four cornerstones of powerful speaking and listening. • How to listen and why we don’t: Your listening filters, and how to use them. Five simple exercises to achieve conscious listening. Tips from great listeners. Inner listening. • Your voice: The instrument we all play, and how to play it beautifully. The power of your vocal toolbox and how to build your speaking power; tricks of great speakers; simple exercises and practices to develop your voice. • Saying what you mean: How to plan and structure content so you always hit the bullseye. Clean language. Secrets of rhetoric; great speeches unpacked; exercises and methods to achieve clarity, precision and impact. Five danger words to avoid. • Stagecraft: How to deliver a great talk. Practice, preparation, tools and aids, common mistakes and how to avoid them, stage presence - how to act and talk like a top professional speaker and win over any audience. The five most common errors and how to avoid them.

Listening is harder than it looks- but it's the difference between business success and failure. Nothing causes bad decisions in organizations as often as poor listening. But Bernard Ferrari, adviser to some of the nation's most influential executives, believes that such missteps can be avoided and that the skills and habits of good listening can be developed and mastered. He offers a step-by-step process that will help readers become active listeners, able to shape and focus any conversation. Ferrari reveals how to turn a tin ear into a platinum ear. His practical insights include: Good listening is hard work, not a passive activity Good listening means asking questions, challenging all assumptions, and understanding the context of every interaction Good listening results in a new clarity of focus, greater efficiency, and an increased likelihood of making better decisions Good listening can be the difference between a long career and a short one

From the bestselling author of Talk Like Ted - how to get to master the art of persuasion. 'An easy-to-read and practical journey through personal development, plus tips on structuring the storytelling that is still considered key to connecting with other people and, crucially, with customers and investors in business.' Financial Times (Business Book of the Month) Ideas don’t sell themselves. As the forces of globalization, automation, and artificial intelligence combine to disrupt every field, having a good idea isn’t good enough. Mastering the ancient art of persuasion is the key to standing out, getting ahead, and achieving greatness in the modern world. Communication is no longer a “soft” skill – it is the human edge that will make you unstoppable, irresistible, and irreplaceable – earning you that perfect rating, that fifth star. In Five Stars, you will learn: -The one skill billionaire Warren Buffett says will raise your value by 50 percent. -Why your job might fall into a category where 75 percent or more of your income relies on your ability to sell your idea. -How Airbnb’s founders follow a classic 3-part formula shared by successful Hollywood movies. -Why you should speak in third-grade language to persuade adult listeners. -The one brain hack Steve Jobs, Leonardo da Vinci, and Picasso used to unlock their best ideas. In Five Stars, Carmine Gallo, bestselling author of Talk Like TED, breaks down how to apply Aristotle’s formula of persuasion to inspire contemporary audiences. As the nature of work changes, and technology carries things across the globe in a moment, communication skills become more valuable – not less. Gallo interviews neuroscientists, economists, historians, billionaires, and business leaders of companies like Google, Nike, and Airbnb to show first-hand how they use their words to captivate your imagination and ignite your dreams. In the knowledge age – the information economy – you are only as valuable as your ideas. Five Stars is a book to help you bridge the gap between mediocrity and exceptionality, and gain your competitive edge in the age of automation.

Winner of the 2021 Baillie Gifford Prize for Non-Fiction Shortlisted for the 2021 Financial Times/McKinsey Business Book of the Year Award One of Barack Obama’s Favorite Books of 2021 The gripping and shocking story of three generations of the Sackler family and their roles in the stories of Valium, OxyContin and the opioid crisis. ‘Jaw-dropping . . . Beggars belief’ Sunday Times ‘You feel almost guilty for enjoying it so much’ The Times The Sackler name adorns the walls of many storied institutions – Harvard; the Metropolitan Museum of Art; Oxford; the Louvre. They are one of the richest families in the world, known for their lavish donations in the arts and the sciences. The source of the family fortune was vague, however, until it emerged that the Sacklers were responsible for making and marketing Oxycontin, a blockbuster painkiller that was a catalyst for the opioid crisis – an international epidemic of drug addiction which has killed nearly half a million people. In this masterpiece of narrative reporting and writing, award-winning journalist and host of the Wind of Change podcast Patrick Radden Keefe exhaustively documents the jaw-dropping and ferociously compelling reality. Empire of Pain is the story of a dynasty: a parable of twenty-first-century greed.

My Secret to Tell

My Secrets

In Secret

Get Out of Your Own Way

The Gentle Art of Persuasion

It's Not What You Say, It's What People Hear

Aristotle and Dante Discover the Secrets of the Universe

Offers listening tools and techniques to make employees, bosses, and clients more willing to agree with proposals.

Alise has uncovered a web of family secrets reading her mother's journals that connect to the lives of those closest to her. Now she has to contend with her new career as Director of Global Charity at TG and the irresistible Tyler Moore, while harboring secrets of her own. Tyler Moore is new in town and wants to make his mark on the world as the new Director of Marketing at TG, but at the same time he wants Alise Addison with a passion he's never known. Tyler becomes engrossed in Alise's life as an old flame from her mother's past returns to exact revenge, while also harboring a secret that threatens a relationship between them. Together Alise and Tyler are about to discover that every family has their secrets and some family secrets should stay hidden. Excerpt: My Secrets: Book Two in The Secret Series "You've known about this for weeks! Alise, I trusted you and you lied to me! What else are you keeping from me?" He really didn't want me to answer that question because it was a truckload of secrets. "As a matter of fact you know what don't answer that! You were right. Your just like your mother!"

This straightforward guide explains how Chemistry, Respect, Enjoyment, Acceptance, Trust, and Empathy are the pillars that support a strong, successful relationship-and how couples can repair those pillars, protect them against the long-term wear and tear of stress, boredom, and bickering, and build a lasting, satisfying love.

How to successfully navigate through crisis or trauma—and come out stronger on the other side. This leadership roadmap shows you the way. Organizational trauma takes many forms. It could be a pandemic that disrupts everything about the way people work. An economic meltdown. An act of violence. A failed merger. A layoff—or continual threats of one. Whatever the scenario, events like these can traumatize leaders and employees, sending everyone into survival mode. If the crisis is not “ named and claimed ” as trauma and managed effectively, it ’ s sure to linger on in the form of chronic stress and anxiety. And left unspoken and unaddressed, blame, shame, and guilt often permeate the culture of the organization and erode its ability to thrive in the future. Here ’ s the good news: when leaders navigate a traumatic event effectively, the organization doesn ’ t just survive. It can be transformed and flourish in ways previously unimagined. In Trauma to Triumph: A Roadmap for Leading Through Disruption and Thriving on the Other Side, Mark Goulston, MD, and Diana Hendel present a visionary and tactical roadmap to help leaders create stability in the midst of chaos and uncertainty, move productively through a traumatic event, and come out even stronger and better on the other side. Here are just a few things you ’ ll learn: How the survival mechanism manifests in employees and leaders in the midst of trauma The predictable polarities, dilemmas, tensions and other patterns that emerge in traumatized organizations···and how to break these cycles Why lack of clarity in roles and poor communication are so dangerous in times of crisis (and how to avoid these common pitfalls) How leaders can shift to a mindset that helps them create feelings of trust, confidence, safety, respect, and inspiration in employees. Best practices for leading yourself and others through crisis; grieving losses, embracing healthy coping mechanisms, reframing, and more How to launch a rapid-response process that allows you to “ control the controllables ” and create a framework for making better decisions in the throes of crisis High-impact tactics to help your organization recover and heal in a way that doesn ’ t just return to baseline, but transcends it Filled with tools and tactics, Trauma to Triumph is an organization-wide blueprint for navigating a future where we ’ re likely to experience one stretch of whitewater after another. It gives leaders at every level the guidance they need to create confidence, courage, and enthusiasm in their team. It ’ s not just about being prepared for future crises. It ’ s also about leading in a new way in the times of stability in between—a way that creates a stronger, better company.

The Breakthrough Program to Build Deep, Trusting Relationships That Create Success--and Won't Let You Fail

The Secret History of the Sackler Dynasty

Symbology

Power Listening

Talking to 'Crazy'

Revision; Unlocking Secret Knowledge

This perennial bestseller has already helped many thousands of readers resolve conflicts and transform their relationships with family members, romantic partners, colleagues, and friends. Experienced therapist Michael P. Nichols explains why we often feel cut off from those we care about and provides easy-to-learn techniques for really hearing and being heard. Thoughtful, witty, and empathic, the book is filled with vivid examples that readers of all ages and walks of life can relate to. The revised second edition features practical exercises for building key skills, plus a new chapter on listening to kids and teens.

Just ListenDiscover the Secret to Getting Through to Absolutely AnyoneAMACOM

"That isn't what I meant!" Truly listening and being heard is far from simple, even between people who care about each other. This perennial bestseller--now revised and updated for the digital age--analyzes how any conversation can go off the rails and provides essential skills for building mutual understanding. Thoughtful, witty, and empathic, the book is filled with vivid stories of couples, coworkers, friends, and family working through tough emotions and navigating differences of all kinds. Learn ways you can: *Hear what people mean, not just what they say. *Share a difference of opinion without sounding dismissive. *Encourage uncommunicative people to open up. *Make sure both sides get heard in heated discussions. *Get through to someone who never seems to listen. *Ask for support without getting unwanted advice. *Reduce miscommunication in texts and online. From renowned therapist Michael P. Nichols and new coauthor Martha B. Straus, the third edition reflects the huge impact of technology and social media on relationships, and gives advice for talking to loved ones across social and political divides

Many leaders are unaware of the amazing power of questions. Our conversations may be full of requests and demands, but all too often we are not asking for honest and informative answers, and we don’t know how to listen effectively to responses. When leaders start encouraging questions from their teams, however, they begin to see amazing results. Knowing the right questions to ask—and the right way to listen—will give any leader the skills to perform well in any situation, effectively communicate a vision to the team, and achieve lasting success across the organization. Thoroughly revised and updated, Leading with Questions will help you encourage participation and teamwork, foster outside-the-box thinking, empower others, build relationships with customers, solve problems, and more. Michael Marquardt reveals how to determine which questions will lead to solutions to even the most challenging issues. He outlines specific techniques of active listening and follow-up, and helps you understand how questions can improve the way you work with individuals, teams, and organizations. This new edition of Leading with Questions draws on interviews with thirty leaders, including eight whose stories are new to this edition. These interviews tell stories from a range of countries, including Singapore, Guyana, Korea, and Switzerland, and feature case studies from prominent firms such as DuPont, Alcoa, Novartis, and Cargill. A new chapter on problem-solving will help you apply questions to your toughest situations as a leader, and a new “Questions for Reflection” section at the end of each chapter will help you bring Marquardt’s message into all of your work as a leader. Now more than ever, Leading with Questions is the definitive guide for becoming a stronger leader by identifying—and asking—the right questions.

The Orchards Meet the Apricots

Leading with Questions

Cassidy Jones and the Secret Formula

The Real Secret

The Lost Art of Listening

How Learning to Listen Can Improve Relationships

The nation's premier communications expert shares his wisdom on how the words we choose can change the course of business, of politics, and of life in this country In Words That Work, Luntz offers a behind-the-scenes look at how the tactical use of words and phrases affects what we buy, who we vote for, and even what we believe in. With chapters like "The Ten Rules of Successful Communication" and "The 21 Words and Phrases for the 21st Century," he examines how choosing the right words is essential. Nobody is in a better position to explain than Frank Luntz: He has used his knowledge of words to help more than two dozen Fortune 500 companies grow. Hell tell us why Rupert Murdoch's six-billion-dollar decision to buy DirectTV was smart because satellite was more cutting edge than "digital cable," and why pharmaceutical companies transitioned their message from "treatment" to "prevention" and "wellness." If you ever wanted to learn how to talk your way out of a traffic ticket or talk your way into a raise, this book's for you.

Practical, proven self help steps show how to transform 40 common self-defeating behaviors, including procrastination, envy, obsession, anger, self-pity, compulsion, neediness, guilt, rebellion, inaction, and more.

Getting through to someone is a fine art, indeed, but a critical one nonetheless. Whether you are dealing with a harried colleague, a stressed-out client, or an insecure spouse, things will go from bad to worse if you can't break through emotional barricades and get your message thoroughly communicated and registered.Drawing on his experience as a psychiatrist, business consultant, and coach, author Mark Goulston shares simple but powerful techniques readers can use to break through the stubborn and hardened outer layers of coworkers, friends, strangers, or even enemies. Just Listen reveals how to:• Make a powerful and positive first impression• Listen effectively• Talk an angry or aggressive person away from an unproductive reaction and toward a more rational mindset• Achieve buy-in--the linchpin of all persuasion, negotiation, and sales• And moreWhether you’re dealing with an angry client, a potential customer, or even a friend or family member who isn’t seeing eye to eye with you, your goal is most likely persuasion. And the first make-or-break step to getting there is having them hear you out. The invaluable principles in Just Listen will get you through that first tough step with anyone.