

MORE THAN MEETS THE EAR

In *Difficult Conversations: How to Discuss What Matters Most* (Viking, 1999), Harvard Negotiation Project members Douglas Stone '84, Bruce Patton '84, and Sheila Heen '93 draw on their collective wisdom to offer guidance for handling discussions on fraught subjects such as asking for a raise, ending a relationship, and saying no to your boss.

Foreword author Roger Fisher '48, director of the Harvard Negotiation Project, writes, "My colleagues Doug, Bruce, and Sheila take us by the hand and show us how to open the door to greater fulfillment in any relationship. They provide the stance of mind and heart and the skills of expression needed to achieve effective communication across the gulf of real differences in experiences, beliefs, and feelings, whether in personal relations, business dealings, or international affairs."