



Smart Talk: The Public Speaker's Guide to Success in Every Situation (Quick & Dirty Tips)

Lisa B. Marshall

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Have you ever lost out on a promotion? Struggled with a difficult conversation? Been put on the spot and blanked? Imagine if...

...you were better at persuading others and negotiating for what you want.

...you were more fluent at introducing yourself, making conversation, and following up.

...you were better at delivering feedback, receiving criticism, and using positive language.

...you were perceived as more diplomatic and charismatic.

Smart Talk applies up-to-date communication research to everyday situations and gives smart, practical, step-by-step directions to achieve results. *Smart Talk* is no ordinary book—it's the Swiss Army Knife of communication—a comprehensive set of tools to build strong relationships and avoid communication breakdowns.

With proven strategies and practical action plans, *Smart Talk* will help you resolve conflicts, strengthen your natural charisma, and master the art of persuasion. Never again will you dread a holiday party or be rendered speechless at a business meeting. Backed by solid research and written in an engaging narrative style with a warm sense of humor, communication expert Lisa B. Marshall translates her wealth of experience into practical, fresh advice to help you navigate any complex situation, and achieve professional success.

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