

# ADVANCED PRAISE

*How to Say Anything to Anyone: A Guide to Building Business Relationships that Really Work* lives up to its title as a user-friendly, step-by-step guide to communicating well, building trust, obtaining honest feedback on one's performance in the workplace, and much more. Especially valuable for its phrasing recommendations that emphasize politeness, confidence, and respect, *How to Say Anything to Anyone* is also extraordinarily useful as a self-help book to improve one's relationships outside of the business sphere. "...my recommended answer to feedback is 'Thank you,' even if you think the person has no idea what he is talking about and is dead wrong. How accurate he is doesn't matter. What matters is that you find out how you and your department are being perceived. Once you receive and digest that information, you can figure out how to respond. But during the initial conversation, 'Thank you' is the right answer." From how to respond if one is suddenly promoted and put in charge of one's former peers, to dealing with chronically absent bosses, or even what to say to a co-worker who cc's every emailed request she makes to the whole team, *How to Say Anything to Anyone* is packed with indispensable tips, tricks, techniques, and suggestions from cover to cover. Highly recommended.

— **JAMES A. COX**, Editor-in-Chief of Midwest Book Review

"As enjoyable as it is instructive, *How to Say Anything to Anyone* gives business leaders the right advice to take their company and their employees to the next level."

— **MARSHALL GOLDSMITH**, Million-selling author and editor of thirty-two books, including the *New York Times* bestsellers, *MOJO* or *What Got You Here Won't Get You There*

"*How to Say Anything to Anyone* is a rousing call to action for creating a candid company culture. Highly recommended."

— **KEITH FERRAZZI**, bestselling author of *Never Eat Alone*

"This book will make you a better leader! *How to Say Anything to Anyone* will give you the keys and the confidence to be honest and open with the people you lead."

— **CHESTER ELTON**, author of *The Carrot Principle* and *The Orange Revolution*

"*How to Say Anything to Anyone* makes the case for candor and provides practical ideas that will improve your relationship skills and communication effectiveness."

— **MARK SANBORN**, author of *The Fred Factor* and *You Don't Need a Title to Be a Leader*

"Let me be candid...anyone who wants better relationships - professional or personal - must read this book! It will have a profound impact on how you interact with employees, bosses, customers, and spouses."

— **STEPHEN SHAPIRO**, author of *Best Practices Are Stupid* and *Personality Poker*

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