



Workscripts: Perfect Phrases for High-Stakes Conversations

Stephen M. Pollan, Mark Levine

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What to say in today's toughest workplace situations

Whatever trust previously existed between employer and employee has been torn into millions of pink slips, thanks to the latest recession. As a result, the rules for how managers and employees can successfully communicate have been irrevocably changed.

Whether you're a manager or employee, *Workscripts* explains what to say in life's toughest situations at work, including:

- Negotiating severance
- Performance reviews
- Responding to a pay cut
- Asking for a raise or promotion
- Terminating a friend
- Job interviews
- Dealing with difficult bosses
- And many more

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