



The Gender Communication Handbook: Conquering Conversational Collisions between Men and Women

Audrey Nelson, Claire Damken Brown

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The Gender Communication Handbook

This is the go-to comprehensive reference for understanding why and how women and men communicate the way they do. This guide is filled with expert advice, real-life case studies, self-assessments, experiential exercises, and action steps that help men and women transcend barriers and enhance their communication with the opposite sex. The Gender Communication Handbook provides trainers and human resource professionals with an accessible program enabling men and women to open the lines of communication so work gets done and productivity and profits soar.

"This is great work—practical, research-based, and fun. If ever there was a strong ROI in time and money, working on gender communication is it."—Julie O'Mara, past national president, American Society for Training and Development, and coauthor of the best-selling book, *Managing Workforce 2000*

"An invaluable resource to help understand underlying differences in communication styles so that work gets done, conflicts get resolved, and reciprocal respect prevails in the workplace. Highly readable and engaging."—Rebecca Ritter, senior human resource business partner, Oracle Corporation

"Just what every man and woman needs to learn for the rules of engagement with the opposite sex. Very appropriate and timely for today's workplace."—Michelle Haines, technical customer management/web analyst, Seagate Technologies

"This guide is a nuts-and-bolts approach to enhancing workplace communication between the sexes. It addresses the chronic problems men and women encounter every day."—Geoff Simpson, vice president and manager, Standard Steam Trust LLC

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