

## For immediate release

London, England

1<sup>st</sup> September 2014

Globis Mediation Group, one of the UK's leading providers of workplace mediation and preventative HR services, is delighted to announce that the second edition of 'Difficult Conversations: 10 Steps to Becoming a Tackler, not a Dodger' will be published on 1<sup>st</sup> October 2014. Following the successful sell out of the first print run, author Clive Lewis OBE DL has updated the book following feedback from countless readers. The second edition includes a brand new chapter Influence and Persuasion, as well as a series of case study scenarios to help the reader prepare for becoming a Tackler, not a Dodger. The case studies include:

- A scenario about an underperforming supplier
- A situation involving an employee with a personal hygiene issue
- A scenario involving an underperforming employee
- A story involving a doctor and a patient

Following its launch, which included a feature in The Sunday Times, the first edition became a must-have for business executives in the UK and around the world. Clive Lewis said "CEOs, executives, middle managers and administrators face difficult conversations on a daily basis. I want the second edition of the book to continue to be the self-help guide that workers keep with them as part of their essential tool kit".

Earlier this year, following the publication of [ground breaking research](#), an initiative was launched to [train 10,000 people per year](#) to better handle difficult conversations. The initiative is intended to help the UK raise its productivity levels by 2020 as outlined in the Leitch report.

The book, available from all good bookstores as well as online and as an ebook has helped organisations save hundreds of thousands, if not millions, of pounds as line managers have become better equipped to deal with thorny issues. This has enabled them to save, both in terms of time and money.

The training course which accompanies the book will continue to be available as a one or two day programme. Actors are brought in on day two to help bring case studies to life for course delegates.

For more information, please contact

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