



Stop Talking, Start Communicating: Counterintuitive Secrets to Success in Business and in Life, with a foreword by Martha Mendoza (Business Books)

By Geoffrey Tumlín

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**PLAY DUMB. BE BORING.
DON'T SOLVE PROBLEMS.
AND ABOVE ALL, DON'T BE YOURSELF.**

Not exactly what you'd expect to hear from a communication expert, but these counterintuitive strategies are precisely what we need to interact productively and meaningfully in today's digital world. Our overreliance on quick, cheap, and easy means of "staying connected" is eroding our communication skills. Speed steamrolls thoughtfulness; self-expression trumps restraint. Errors and misunderstandings increase. And our relationships suffer.

With startling insights and a dash of humor, *Stop Talking, Start Communicating* combines scientific research with real-world strategies to deliver a proven approach to more effective communication.

"Only Geoffrey Tumlín could write a book about a serious problem--our mounting communication deficiencies--and make me laugh and learn all the way through it. Witty, smart, and 100 percent accurate, Stop Talking, Start Communicating points the way to a better conversational future." -- Tina Morris, managing director at Standard & Poor's

"An elegantly analytical, accessible, and enjoyable guide to improving interpersonal communication, Stop Talking, Start Communicating is a key resource for anyone who wants to be a difference-making leader, manager, or team member." -- Eduardo Sanchez, deputy chief medical officer of the American Heart Association

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Editorial Review

Review

"Stop Talking, Start Communicating addresses one of the biggest challenges we all face--effectively maintaining a thoughtful and human touch in our interactions in the face of the tremendous amounts of data and words that bombard us daily. Stop Talking, Start Communicating is an indispensable guide for better communication, improved collaboration, and the kinds of productive connections that can make our work and home lives more meaningful and fulfilling."

-Ken C. Hicks, President, CEO, and Chairman of the Board, Foot Locker

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-Tina Morris, managing director at Standard & Poor's

"This is an important topic, and the book covers it in an easygoing manner, with lots of communication tips, including dealing with difficult people and conflict."

-The Globe and Mail

"Geoffrey Tumlin presents the solutions we need to significantly improve our work and home interactions."

-James V. Kimsey, founding CEO and chairman emeritus of America Online, Inc.

"Essential reading for executives, aspiring managers, and anyone else who wants smart, workable strategies for better communication in the digital age."

-Marshall N. Carter, former chairman and CEO State Street Bank and Trust Company

About the Author

Geoffrey Tumlin is CEO of Mouthpeace Consulting LLC, a communication consulting company, and president of On-Demand Leadership, a leadership development company. A portion of the author's royalties will be donated to Critical Skills Nonprofit, a 501(c)(3) public charity founded by the author to provide communication and leadership skills training to chronically underserved populations.

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