

# **Designing The Conversation: Techniques For Successful Facilitation (Voices That Matter)**

**By Russ Unger;Brad Nunnally**



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Russ Unger is a user experience consultant and is on the Advisory Board for the Department of Web Design and Voice of Customer; MaaS. *Funnel of Opportunity; Sales*

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Sep 28, 2011 Darren Geraghty. Darren Geraghty is a visual interaction designer living in Ireland. For the past decade he has been designing digital things across a

Russ Unger and myself will be giving a workshop ( [NULL.amazon](#)  
[NULL.com/Designing-Conversation-Facilitation-Experiences](#) by Brad in Blog,  
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Gardner s Yomar Lopez and I were just having a conversation about this last night.

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co-wrote with Dan Willis and Brad Nunnally, Designing the Conversation:  
Techniques for Successful Facilitation. Russ is a Senior UX Leader at GE voice  
and

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In Russ Unger s new book Designing the Conversation: Techniques for Successful  
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If you spend any time speaking with users, stakeholders, and any other people, you  
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Brad Nunnally, Russ Unger. to sign copies of "Designing the Conversation:  
Techniques for (Voices That Matter). Russ is also working on a  
Research-based tips on finding a delicate way to part ways. In business, finding a  
polite way to break off a conversation is as tricky as it is critical. Time is

the co- author of Designing the Conversation: Techniques for Successful  
Facilitation (Voices That Matter). An excerpt from a conversation/podcast, I had  
with Russ

View Russ Unger's professional New Riders / Voices That Matter Authors: Russ  
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Peachpit

Russ Unger will appear at the SX Bookstore with his co-authors to sign copies of *Designing the Conversation: Techniques* Brad Nunnally, due out in early 2013