



## Crucial Conversations: Tools for Talking When Stakes Are High

*By Kerry Patterson, Joseph Grenny, Ron McMillan, Al Switzler*

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This book gives people the tools to handle life's most difficult and important conversations.

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### Editorial Review

#### Review

"What a profound and timely book! Here is the cure for arguments and misunderstandings; for mediocrity and frustration. This book offers a wealth of principles and skills that will dramatically improve your career, your organization, and your relationships." Stephen R. Covey

#### From the Back Cover

"Most books make promises. This one delivers. These skills have . . . generated new techniques for working together in ways that enabled us to win the largest contract in our industry's history."

**--Dain M. Hancock, President, Lockheed Martin Aeronautics**

### Learn how to keep your cool and get what you want when emotions flare.

When stakes are high, opinions vary, and emotions run strong, you have three choices: Avoid a crucial conversation and suffer the consequences; handle the conversation badly and suffer the consequences; or read *Crucial Conversations* and discover how to communicate best when it matters most. This wise and witty guide gives you the tools you need to step up to life's most difficult and important conversations, say what's on your mind, and achieve positive outcomes that will amaze you. You'll learn how to:

- Prepare for high-impact situations with a six-minute mastery technique
- Make it safe to talk about almost anything
- Be persuasive, not abrasive
- Keep listening when others blow up or clam up
- Turn crucial conversations into the action and results you want

Whether they take place at work or at home, with your neighbors or your spouse, crucial conversations can have a profound impact on your career, your happiness, and your future. With the skills you learn in this book, you'll never have to worry about the outcome of a crucial conversation again.

#### About the Author

**Kerry Patterson, Joseph Grenny, Ron McMillan, and Al Switzler** are top international corporate consultants and cofounders of Vitality Alliance, Inc., and VitalSmarts. Together they have developed dozens of corporate training programs for dozens of Fortune 500 companies.

### Users Review

#### From reader reviews:

#### Michael Turner:

Book is to be different for every single grade. Book for children until adult are different content. As it is known to us that book is very important for us. The book *Crucial Conversations: Tools for Talking When Stakes Are High* has been making you to know about other expertise and of course you can take more

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**Ryan Parker:**

As people who live in the actual modest era should be revise about what going on or facts even knowledge to make these keep up with the era that is certainly always change and make progress. Some of you maybe will update themselves by reading through books. It is a good choice for you personally but the problems coming to a person is you don't know what one you should start with. This Crucial Conversations: Tools for Talking When Stakes Are High is our recommendation to make you keep up with the world. Why, since this book serves what you want and wish in this era.

**Lamar Santiago:**

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**Christopher Gonzalez:**

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