

Crucial Conversations: Tools for Talking When Stakes Are High

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✓ Verified Book of Crucial Conversations: Tools for Talking When Stakes Are High

Summary:

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Learn how to keep your cool and get the results 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. *Crucial Conversations* 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 the positive resolutions you want.

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

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