



Crucial Conversations Skills

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

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How Do You Communicate When the Stakes Are High?

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In any organization, the best laid plans boil down to one simple thing: how well we come together to bring them to fruition. But more often than not, we end up dealing with people who come across as disagreeable, stubborn, or even obstructive. And emotions flare up. The only way to get things done is to step up to the plate . . . by stepping back from our emotions.

Written by a team of experts from the world-renowned training firm VitalSmarts, these two books provide the skills you need to make every interaction fruitful and productive in even the most emotional situations.

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Learn proven methods for turning the focus of hot-button discussions—job performance, customer satisfaction, interpersonal matters—away from subjective points of view and toward productive, mutually beneficial conclusions.

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—from the Foreword by **Stephen R. Covey, author of *The 7 Habits of Highly Effective People***

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“The most recommended and most effective resource in my library.” -- Stacey Allerton Firth, Vice President, Human Resources, Ford of Canada

“Brilliant strategies for those difficult discussions at home and in the workplace.”
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“This book is the real deal.... Read it, underline it, learn from it. It's a gem.” -- Mike Murray, VP Human Resources and Administration (retired), Microsoft

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Bernice Hicks:

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