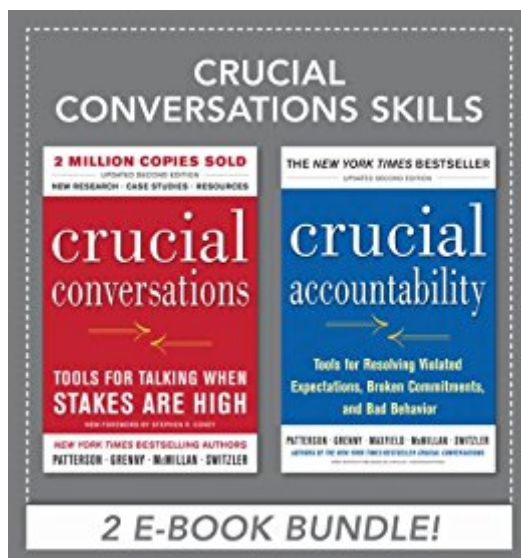


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# Crucial Conversations Skills



## Synopsis

How Do You Communicate When the Stakes Are High? Learn how with these TWO GROUNDBREAKING BOOKS in ONE eBook PACKAGE! 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. eBook package includes: **CRUCIAL CONVERSATION**The New York Times bestselling *Crucial Conversations* has sparked a revolution in how people communicate to achieve common goals. Now, the revised second edition builds on this decade-long legacy of success to get professionals at every level and in all professions talking with partners, bosses, employees, clients—not at them. 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. “[*Crucial Conversations*] draws our attention to those defining moments that literally shape our lives, our relationships, and our world. . . . This book deserves to take its place as one of the key thought leadership contributions of our time.”—*Foreword by Stephen R. Covey, author of The 7 Habits of Highly Effective People* “The quality of your life comes out of the quality of your dialogues and conversations. Here, we learn how to instantly uplift your crucial conversations.”—*Mark Victor Hansen, co-creator of the #1 New York Times bestselling series Chicken Soup for the Soul* **CRUCIAL ACCOUNTABILITY**Hold anyone accountable. Master performance discussions. Get RESULTS. Broken promises, missed deadlines, poor behavior—they don’t just make others’ lives miserable; they can sap up to 50 percent of organizational performance and account for the vast majority of divorces. *Crucial Accountability* offers the tools for improving relationships in the workplace and in life and for resolving all these problems—permanently. **PRAISE FOR CRUCIAL ACCOUNTABILITY:** “Revolutionary ideas ... opportunities for breakthrough ...” -- Stephen R. Covey, author of *The 7 Habits of Highly Effective People* “Unleash the true potential of a relationship or organization and move it to the next level.” -- Ken Blanchard, coauthor of *The One Minute Manager* “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.” -- Soledad O’Brien, CNN news anchor and producer “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

## **Book Information**

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## **Customer Reviews**

This book should be mandatory as part of all state funded public education programs, rather than elective as an adult. Easy to read book. After reading, one should find many ways to utilize the tools in this book. I have benefited immensely personally and professionally. The observation tools alone allow me to recognize when dialog is not occurring and to be better prepared to diagnose and re-establish communication. When I think of all the great communicators I know, they already practice to some degree the teachings of this book. We all can improve in the way we communicate with others around us. Giving you tools to systematically analyze why a conversation is making a bad turn, or maybe just help you know that indeed a conversation is not going well is greatly beneficial. Most of us are caught up with our own thoughts to realize there are other minds to

include to truly talk to one another. I am 31 yo and a Nurse Practitioner specializing in endocrinology.

This is the most comprehensive book I have read about conflict resolution. It teaches you not only how to behave in high-stake situations but also makes you understand more the human nature and thus yourself. Furthermore it is easy to read and full of examples. Also, it is apparent that the book is based on research and provides you with a full set of instructions which actually work. If you think that you are a good conflict solver then read this book and you will be surprised to find out how much you have not known. Working for a Fortune 500 company and participating in several meetings on crucial decisions I find it amusing how few use these skills. Have not you heard that it is a must have? Just do not think you can ever have an effective meeting without everyone present mastering these crucial conversation skills. I am positive everyone should read it unless they want to waste their energy and time on pointless arguments and making decisions lacking vital information.

The skills presented in this book have made me a much better communicator, and we all know that miscommunication is the number one cause of relational problems. We let our emotions carry us away from our goals regarding the relationship and everything goes downhill. By using these skills, you can learn to step out of the conversation, make it safe for everyone to speak their minds (even if it's direct criticism about you!), clearly communicate your mutual purpose, express respect (even if you're criticizing someone else!) and create a beautiful relationship in which communication of all kinds (both compliments and criticisms, expressing desires and disappointments, etc.) flows freely. This is my go-to wedding gift now - a book that will drastically improve their marriage for their entire lives. This book focuses on corporate communication mostly and some personal relationships. Their examples in the corporate world apply to all relationships, though. My relationship with my husband and my children has improved and I look forward to teaching my little tots how to use the skills presented.

I work with a non-profit organization that has personnel all over Sub-Saharan Africa and coordinate personnel training. We use "Crucial Conversations" as a training tool for new personnel and their supervisors to equip them to talk in depth about strategy and how to implement that strategy. Recently, our continental leadership team taught the book to each other. I highly recommend "Crucial Conversations Skills" (which includes 2 books, "Crucial Conversations" and "Crucial Confrontations") for any organization in which 2 or more people work together (yes, a little

tongue-in-cheek as you cannot have an 'organization' where there are no people working together). Even if the conversations that need to be held are not crisis conversations, the tools taught in these books will help you have better, more productive conversations about issues that are important to the success of your organization. And, the tools will also help you talk to your friends, spouse, children, etc. about issues that are important.

Very good information in a easy to grasp presentation. Must read. Everyone needs this. Whether business or personal this is iron fist in silk glove

First, you do get both books; they just download together instead of separately (Goto location 4173 for Crucial Conversations). This is a fantastic bargain. Second, the authors provide you, free of charge, resources and assessments linked from your Kindle, PC, or PlayBook, etc. You are able to watch videos while reading (on my PlayBook the videos are sharp and high quality). If you are even the slightest bit interested in these books BUY the kindle version; you won't regret it. I don't know if the print versions contain all of the resources, but it sure is convenient to just be able to click a link immediately when additional materials are referenced in the text. I haven't finished reading the two books, but have taken the assessments as a pretest, so to speak. These assessments alone are worth the price of these two books. I have yet to go through all of the resources available, but I am excited to have them. I get the sense that the authors truly want people to become better leaders and communicators; its not just a way to make a buck or get something published. You won't be disappointed.:)

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