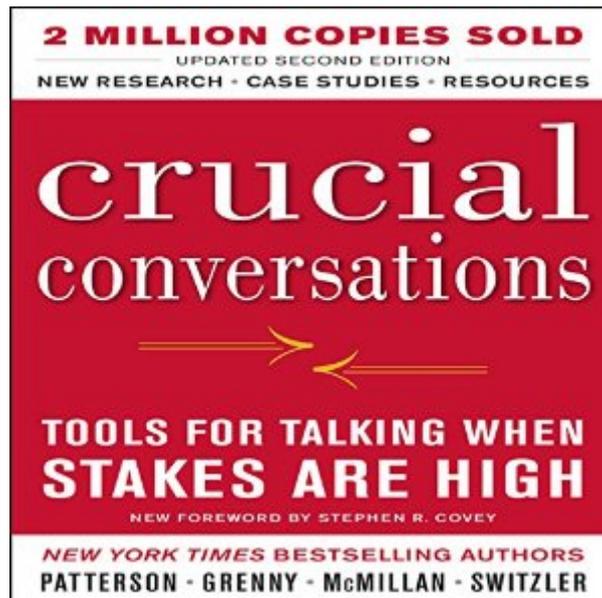


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# Crucial Conversations: Tools For Talking When Stakes Are High, Second Edition



## Synopsis

The New York Times best seller that changed the way millions communicate is now available in audio. Perhaps once a decade, a book comes along that transforms people's lives in a very real, measurable way. This is one of them. Crucial Conversations exploded onto the scene 10 years ago and revolutionized the way people communicate when stakes are high, opinions vary, and emotions run strong. Since then, millions of people have learned how to hold effective crucial conversations and have dramatically improved their lives and careers thanks to the methods outlined in this book. Now, the authors have revised their best-selling classic to provide even more ways to help you take the lead in any tough conversation:

- New firsthand accounts of how these skills changed readers' lives
- New case studies showing how business leaders successfully applied these methods to achieve results
- New links to videos teaching what to do and what to avoid during crucial conversations
- New research findings offering fresh insights for applying the skills taught in the book

Crucial Conversations is filled with practical advice you can start using today:

- Prepare for high-stakes conversations
- Make it safe to talk about almost anything
- Transform unpleasant emotions into powerful dialogue
- Be persuasive, not abrasive

Crucial Conversations gets you past the hard parts of dialogue and helps you achieve relationships that are real, productive, and that will enrich your life and career.

## Book Information

Audible Audio Edition

Listening Length: 6 hours and 27 minutes

Program Type: Audiobook

Version: Unabridged

Publisher: McGraw-Hill Education

Audible.com Release Date: October 17, 2012

Whispersync for Voice: Ready

Language: English

ASIN: B009S8GO14

Best Sellers Rank: #2 in Books > Business & Money > Skills > Running Meetings &

Presentations #5 in Books > Business & Money > Human Resources > Human Resources &

Personnel Management #8 in Books > Business & Money > Skills > Communications

## Customer Reviews

I bought this book after undergoing a first, miserable mediation session with my

soon-to-be-exhusband. The stakes are high--it's our property settlement, and my husband had been cashing out the savings and spending them, while leaving me to take care of the 2 mortgages and other obligations. It was easy, but not very productive, to point out where I felt he was wrong. I started reading Crucial Conversations and using the tools as well as I could, while watching our mediator model them. I stopped participating in the accuse/counter-accuse game, and focused on bringing information to the table, while I used the crucial conversation tools to keep our discussions productive. The book starts out with a self-assessment to determine your own communications strengths and weaknesses. My biggest faux-pas with my husband was to cause Respect violations. The CC tools gave me a usable set of actions to take to set things back on track: \* Apologize (I'm sorry if that sounded disrespectful.) \* Contrast (I don't want to make you out to be the bad guy, I'm just concerned that I won't have any funds left to cover the emergencies.) \* CRIB - Commit to seek mutual purpose (I'll stay in this process as long as it takes for us to reach agreement.) - Recognize the purpose behind his strategy (It's understandable that you're unhappy with our situation and that you're trying to do something to feel better.) - Invent a mutual purpose (I want us both to be happy and secure after the divorce.) - Brainstorm new strategies (Maybe we can just focus on the numbers for now, and put off worrying about how we're going to divide things until later.

We all face situations in life where things are tense and saying the right things is crucial. This is what the authors call a "crucial conversation." As opposed to a casual discussion, crucial conversations happen between two or more people when opinions vary, stakes are high, and emotions run strong. Whether you are approaching a boss who is breaking his or her own policies, critiquing a colleague's work, or talking to a team member who isn't keeping commitments, keeping the conversation productive can be very difficult. The main technique the authors teach is the talent of dialogue. This is the free flow of meaning between two or more people. People who use this technique are able to find a way to get all relevant information from themselves and others out in the open and make it safe for everyone to add their meaning to the shared pool. These people try hard to ensure that all ideas find their way into the forum; and as this "pool of shared meaning" grows, it helps people by exposing them to more accurate and relevant information so they can make better decisions. In this, the 2nd edition, the book adds access to new material including a video vault that illustrates each of the authors' techniques being acted out, new case studies, and new tools to help you maneuver effectively through crucial conversations. 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.

When I obtained a copy of *Crucial Conversations*, I had very high expectations of this book having read the authors' outstanding earlier work, *The Balancing Act*. I must say I wasn't disappointed; in fact, I was delighted! *Crucial Conversations* is an extremely insightful and very practical book. Indeed, it is a very rare combination to find a book that contains profound ideas as well as provides actionable tools and *Crucial Conversations* delivers both. The book addresses a topic that is largely misunderstood and vastly underestimated: high stakes dialogue. The authors define crucial conversations as those where 1) stakes are high, 2) opinions vary, and 3) emotions run strong, or in other words, much of both our professional and personal lives. We're all involved in crucial conversations at home and at work but most of us are not very aware of the interpersonal dynamics at play and/or we're unskilled in how to respond differently. The book helps the reader first understand the principles involved in "crucial conversations" but then also helps the reader develop real skills and abilities to choose or change their communication patterns. The end result is remarkable. The book's impact is a much bigger idea than simple communication--it's all about effective human interaction and getting results with and through people. The book is highly readable, extremely engaging and actually quite fun. It is filled with illustrations and stories from all walks of life: business examples, personal examples and family examples. The fact that the principles and skills the authors teach can be applied in all dimensions of life--work, home, personal--is very appealing to me and made the book extremely helpful on many fronts.

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