



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

Kerry Patterson, Joseph Grenny, Ron McMillan, Al Switzler

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The first edition of Crucial Conversations exploded onto the scene and revolutionized the way millions of people communicate when stakes are high. This new edition gives you the tools to: Prepare for high-stakes situations Transform anger and hurt feelings into powerful dialogue Make it safe to talk about almost anything Be persuasive, not abrasive

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