

[PDF] Crucial Conversations Tools For Talking When Stakes Are High, Second Edition (Business Books)

Kerry Patterson, Joseph Grenny, Ron McMillan, Al Switzler - pdf download free book



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Description:

The *New York Times* and *Washington Post* bestseller that changed the way millions communicate

"[*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."

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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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