



GETABSTRACT REVIEW OF

Crucial Conversations

Tools for Talking When Stakes Are High

“Crucial conversations” ought to occur when the outcome is important, when people disagree and when emotions are heated. To promote effective dialogue, make everyone feel safe in expressing what they really want to say.

STEP 1

Have your team read the [getAbstract summary](#).

STEP 2

Schedule a team meeting to discuss the questions below.

STEP 3

Have a discussion with your team.

Discussion Questions

1. How can you identify a crucial conversation?
2. How can you guide the conversation to a desired outcome?
3. Why should you create an atmosphere where self-expression feels safe for you and your fellow discussor?
4. What can you do to gain complete control over your emotions during a “crucial conversation”?

“In the best communities, key individuals and groups find a way to engage in healthy dialogues. They talk through important issues.”

Crucial Conversations

Kerry Patterson, Joseph Grenny, David Maxfield, Ron McMillan and Al Switzler

Additional resources



Presenting

