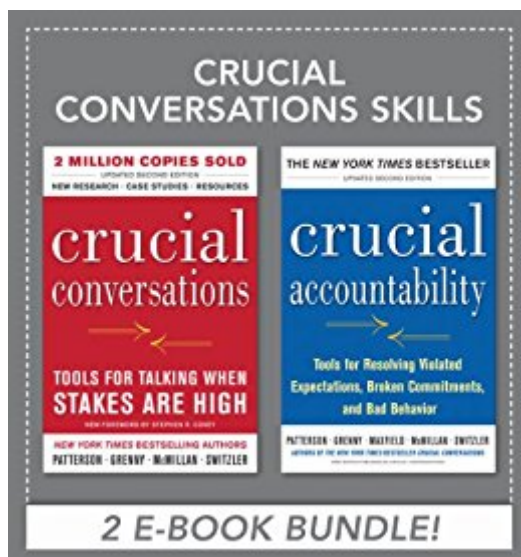


The book was found

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, clientsânot at them. Learn proven methods for turning the focus of hot-button discussionsâjob performance, customer satisfaction, interpersonal mattersâaway from subjective points of view and toward productive, mutually beneficial conclusions. â[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.â

âfrom the Foreword by Stephen R. Covey, author of *The 7 Habits of Highly Effective People* âThe quality of your life comes out of the quality of your dialogues and conversations. HereâTMs how to instantly uplift your crucial conversations.â

âMark Victor Hansen, co-creator of the #1 New York Times bestselling series *Chicken Soup for the Soul*®

CRUCIAL ACCOUNTABILITYHold 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 OâTMBrien, 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

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Customer Reviews

Honestly, I haven't had time to read them cover-to-cover yet. I can't really offer you a great, in-depth review. Sorry. You do get both Kindle books, albeit in one file. Would have preferred two separate files, but... meh. Good deal, so no worries. I did, however want to help raise this product's rating. As an avid customer, I rely on ratings quite a bit for my purchasing decisions, and this product page got a bad start. I don't feel like the product should suffer 'cause someone didn't pay attention to what they were getting, because I know that can affect the sales. I found this package after seeing the high ratings for both of these books separately on their own product pages...Crucial Conversations Tools for Talking When Stakes Are High, Second Edition (yes, the package actually includes the second edition) & Crucial Confrontations**If you'd like reviews more helpful than mine (=P) you can always read the many positive reviews for these books separately. They are the same two books spliced into one Kindle file, far as I can tell.**I will say, both of these books have helpful information in them (from what I've read so far), and are written in a way that is easy enough to

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