

Crucial Conversations Skills - , Joseph Grenny

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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 Conversations 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, clients-not at them. Learn proven methods for turning the focus of hot-button discussions-job performance, customer satisfaction, interpersonal matters-away from subjective points of view and toward productive, mutually beneficial conclusions. "[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."-from the Foreword by Stephen R. Covey, author of The 7 Habits of Highly Effective People "The quality of your life comes out of the quality of your dialogues and conversations. Here's how to instantly uplift your crucial conversations."-Mark Victor Hansen, co-creator of the #1 New York Times bestselling series Chicken Soup for the Soul® Crucial Confrontations Behind the problems that routinely plague families, organizations, and teams are individuals who break promises, miss deadlines, or just plain behave badly. Anyone brave enough to confront these people head on usually does a poor job and creates a whole new set of problems. In Crucial Confrontations, reveals research that proves just how costly this dynamic is: it saps 20 to 50 percent of performance from organizations and accounts for up to 90 percent of all divorces. Crucial Confrontations teaches you the skills to permanently resolve failed promises and missed deadlines, transform broken rules and bad

behavior into productive accountability, and strengthen relationships while solving problems. "Unleash the true potential of a relationship or organization and move it to the next level. . . ."-Ken Blanchard, coauthor of The One Minute Manager® and The Secret: What Great Leaders Know-and Do"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 O'Brien, former cohost of CNNs Morning Edition"This book is the real deal. . . . Read it, underline it, learn from it. Its a gem."-Mike Murray, VP Human Resources and Administration, Microsoft (retired)Author: Patterson, Kerry Author: Grenny, Joseph Publisher: McGraw-Hill Illustration: N Language: ENG Title: Crucial Conversations Skills Pages: 00000 (Encrypted EPUB) / 00000 (Encrypted PDF) On Sale: 2011-11-18 SKU-13/ISBN: 9780071796262 Category: Business & Economics : Business Communication - General

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