



Crucial Conversations Skills

Kerry Patterson, Joseph Grenny, Ron McMillan, Al Switzler

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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 ACCOUNTABILITY

Hold 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 O'Brien, 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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