



The Topline Summary of: Crucial Conversations - Top Tools for Talking When the Stakes are High (Topline Summaries)

Gareth F. Baines, Brevity Books, Kerry Patterson

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The Topline Summary in a Sentence is: if you know how to handle crucial conversations, you can effectively hold tough conversations about virtually any topic.

The quality of your life comes out of the quality of your dialogues and conversations.

Many ‘defining’ moments in life come from having those ‘crucial’ conversations, as these are the ones that tend to create significant shifts in attitude and behaviour.

This eBook focuses on techniques on how to hold such conversations in a positive space when surrounded by highly charged emotions. The books findings are based on 25 years of research with 20,000 people. A truly ground breaking bestseller, now summarised for an easy and inspiring read!

Sometimes we let our emotions and past experiences and stories drive our actions. And we find that this doesn’t leave a lot of room for rational or strategic thinking at times that matter most. This summary therefore is the perfect companion to help you prepare for that next big crucial conversation...

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