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Thinking of picking up Crucial Conversations and spending several hours reading it, or did you already do that and need a refresher? Kerry Patterson, Joseph Grenny, Ron McMillan, and Al Switzler's guide for conducting conversations when they matter most is valuable in your personal and professional areas of life. Crucial Conversation explains how to identify these important moments and how to successfully navigate them.

In this summary quickly grasp the key ideas in Crucial Conversations Tools for Talking When Stakes Are High in this Executive Reads summary. In less than 45 minutes learn the key points and decide if you should read the whole book. We think you will, but try the summary first. Maybe you already read it and need a refresher. This summary also include a handy crib sheet infographic to provide you with visual reminders of the most important concepts.

Includes:

- Important Concepts discussed in the book.
- Summary of the chapters in the book itself.
- Graphical crib sheet in the book and available for download as a PDF.

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Peggy Hardman:

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