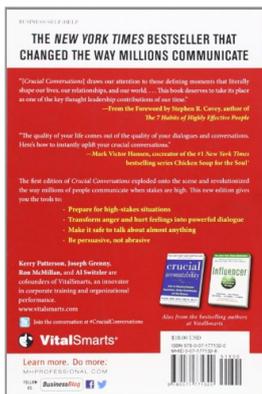


[PDF] Crucial Conversations Tools For Talking When Stakes Are High, Second Edition (Business Books)

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- Prepare for high-stakes situations
 - Transform anger and hurt feelings into powerful dialogue
 - Make it safe to talk about almost anything
 - Be persuasive, not abrasive
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