

The *New York Times* and *Washington Post* bestseller that changed the way millions communicate

"[*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, cocreator of the #1 *New York Times* bestselling series *Chicken Soup for the Soul*®

The first edition of *Crucial Conversations* exploded onto the scene and revolutionized the way millions of people communicate when stakes are high. This new edition gives you the tools to:

- 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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