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Crucial Conversations: Tools for Talking When the Stakes Are High By Kerry Patterson, Joseph Grenny, Ron McMillan, Al Switzler (McGraw Hill, 2012), 978-0-07-177132-0

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tools for talking when stakes are high Whenever you're not getting the results you're looking for, it's likely a crucial conversation is keeping you stuck. Whether it's a problem with poor quality, slow

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time-to-market, declining customer satisfaction, or a strained relationship—whatever the issue—if you can't talk honestly with ...

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