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Summary *Crucial Confrontations*

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Switzler outline a method for approaching confrontations when the stakes are particularly high; those are the crucial confrontations. Boiled down to its essentials, the methodology consists of focusing on facts, remaining calm, listening to

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the other person with respect and working to motivate the other person and to enable a change in behavior.

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Notice when safety is at risk; Make it safe to share; Master your stories - dealing with strong emotions; Speak honestly without offending; Explore others' paths; Turning crucial conversations into actions; 1.

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In *Crucial Confrontations*, consultant Kerry Patterson and executive coach Joseph Grenny join forces with their fellow researchers and trainers Ron McMillan and Al Switzler to help others develop the skills it takes to resolve the most pressing problems,

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