

LEAD WELL

BOOK REVIEW

Crucial Conversations

Patterson, Grenny, McMillan

KEY PRINCIPLE

We must show up well in conversations - especially when stakes are high. Yet often instead of engaging in healthy dialogue, we play silly costly games.

APPLICATION

The authors take a deep dive into tools and strategies on how to keep emotions in check while navigating intense terrain. There are many stories and practical tools shared in detail in the book to help you skillfully communicate well in acute moments. Here are a few highlights from the book:

Shared Meaning

At the core of every successful conversation lies the free flow of relevant information. Every time we find ourselves arguing, debating, running away or acting in an ineffective way, it is because we don't know how to share meaning. Most arguments consist of battles over the 5-10% of facts and stories that people disagree over. Start with the area of agreement.

Decide How to Decide

Options include Command, Consult, Vote, and Consensus. How do you know which method? Ask who is genuinely involved and cares about the decision. Who knows and has expertise? Who must agree - what cooperation do you need? How many people is it worth involving? Goal is to invite the fewest number of people possible. There is much more detail in the book to dive more deeply into these strategies.

Each of these concepts and many more are fully explored in the book. I highly recommend reading more to expand your skills around using the tools offered to become a valuable communicator.

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