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Patterson, Grenny, McMillan, & Switzler, 2012, pp. 3-4) Holding a discussion between two or more people where (1) stakes are high, (2) opinions vary, and (3) emotions run strong, seeking successful resolution and action through respectful dialogue. Definition of Crucial Confrontations (Adapted from

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This is a Summary of Patterson, Grenny, McMillan, Switzler's Crucial Conversations - a book The New York Times and Washington Post named bestseller that changed the way millions communicate. Crucial Conversation is a book which suggests basic but useful tools for participating in constructive and healthy discussions even in highly charged circumstances.

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About K. Patterson, J. Grenny, D. Maxfield, R. McMillan & Al Switzler. Kerry Patterson and Joseph Grenny are public speakers and writers. Joseph is also one of the founders of a non-profit organization. Despite being a speaker " Ron McMillan also works as a consultant. Al Switzler has a role at the University of Michigan.

### **Influencer Summary - Patterson, Grenny, Maxfield, McMillan**

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Review the key ideas in the book Crucial Conversations by Patterson, Grenny, McMillan & Switzler in a condensed Soundview Executive Book Summary. Summaries & book reviews of the year's top business books - in text and audio formats.

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