



Book Review

TITLE: Crucial Conversations
AUTHOR: Patterson/Grenny/McMillan/Switzer
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PRE-READING

Why are you reading it? Was it a recommendation? What do you know about the topic? Flip through the book - is there anything that catches your eye?

This is another book I've had for awhile, but hadn't gotten to reading. Being skilled in having difficult conversations is a requirement in today's world, and I wanted to know more. I had heard great things about the book and so was excited to read it.

A-HA MOMENTS

What a-ha moments did you have when reading?

- We are not wired to think clearly in times of stress (our large muscles in our arms/legs get more blood and our brain gets less)
- Companies w/employees skilled in crucial conversations "save over \$1500 and an 8 hour workday for every crucial conversation employees hold rather than avoid" (p. 13)
- Sacrifice ego for the bigger picture

QUESTIONS

What questions do you have after reading that you want to investigate?

- We often don't learn these skills through modeling, so how can we incorporate active teaching of them to make better communicators?
- How can we stop long enough to sort out the Fool's choice and avoid it?
- How do we teach/model/use this language in organizations to improve conversations?
- How do we create a sense of safety in our teams and organizations?

CONNECTIONS

Can you relate what you read to another book, talk, podcast, topic?

- Start with Heart: Brene Brown's concept of vulnerability and believing everyone is doing their best
- Creating a sense of safety: Simon Sinek - Leaders Eat Last and the Circle of Safety
- Knowing our style under stress relates to DISC knowledge/assessments

ACTIONABLE IDEAS

What are 2-3 actionable items that you can implement?

- Start asking myself (when faced with a difficult conversation/pivotal moment): What do I want for myself, the other person, and the relationship?
- Watch for silence and violence as reactions and learn to identify when people move towards them.
- Reflect on DISC to see how assessments and training can support this skillset

POST-READ REFLECTIONS

Did you like this book? Are there other books by this author or on this topic that you might want to read? Would you recommend it to someone? Is there something from this book you want to learn more about?

This was a great book. Full of specific, actionable advice, skills and techniques. It will definitely be one that I revisit in the future. I think it should be required reading for all managers and leaders. There is a great summary of the model at the end which could be printed and hung up as a reminder. I found tons of connections to other leaders I admire: Simon Sinek, Kim Scott, Michael Bungay Stanier and Brene Brown to name a few.