

Notebook - Crucial Conversations: Tools for Talking When Stakes are High, Third Edition

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a culture of intellectual
and emotional honesty

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when leaders create a culture of intellectual and emotional honesty, nuclear power plants are safer, workplaces become more inclusive, financial services firms gain greater customer loyalty, hospitals save more lives, government organizations deliver better service, tech firms learn to function seamlessly across international boundaries, nonprofits execute better on their missions, and bigotry is stemmed.

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easy-to-understand model for preparing for, beginning, and concluding a Crucial Conversation.

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The single biggest problem in communication is the illusion that it has taken place.