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Foreword by Stephen R. Covey Author of THE 7 HABITS OF HIGHLY EFFECTIVE PEOPLE

crucial conversations







Tools for talking when stakes are high

The New York Times BESTSELLER

KERRY PATTERSON, JOSEPH GRENNY, RON MCMILLAN, AL SWITZLER

- 1. Anticipate Attack
- 2. Adopt Jesus' Attitude

1 Corinthians 6:7-8

...it is already a defeat for you, that you have lawsuits with one another. Why not rather be wronged? Why not rather be defrauded? On the contrary, you yourselves wrong and defraud. You do this even to your brethren. POURED OUT

Proverbs 19:11

Good sense makes one slow to anger, and it is his glory to overlook an offense.

- 1. Anticipate Attack
- 2. Adopt Jesus' Attitude
- 3. Focus on the Mission
- 4. Hope in the Next Life



James 4:1-2

What causes quarrels and what causes fights among you? Is it not this, that your passions are at war within you? You desire and do not have, so you murder. You covet and cannot obtain, so you fight and quarrel...

- 1. Anticipate Attack
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- 3. Focus on the Mission
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- 1. Take the First Step
- 2. Choose Forgiveness
 - means "to let go" of the offence
 - offer and ask for forgiveness
 - may take a lot of time and counsel
 - forgiveness is NOT the same thing as trust

- 1. Take the First Step
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Ephesians 4:32

Be kind to one another, tenderhearted, forgiving one another, as God in Christ forgave you.

POURED OUT

- 1. Take the First Step
- 2. Choose Forgiveness
- 3. Get Help when Needed



Proverbs 18:17

The one who states his case first seems right, until the other comes and examines him.

- 1. Take the First Step
- 2. Choose Forgiveness
- 3. Get Help when Needed
- 4. Keep it Private



Romans 12:18

If possible, so far as it depends on you, live peaceably with all.

Acts 15:36-39

And after some days Paul said to Barnabas, "Let us return and visit the brothers in every city where we proclaimed the word of the Lord, and see how they are." Now Barnabas wanted to take with them John called Mark... POURED OUT

Acts 15:36-39

...But Paul thought best not to take with them one who had withdrawn from them in Pamphylia and had not gone with them to the work. And there arose a sharp disagreement, so that they separated from each other POURED OUT

2 Timothy 4:11

...Get Mark and bring him with you, for he is very useful to me for ministry.

