
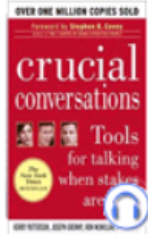



Books24x7[®] Audio Books

A quick guide to accessing the BusinessPro Audio Books

The Books24x7[®] BusinessPro™ collection has been enhanced to include a collection of audio books that are available in MP3 format for download. All audio books are distinguished with an icon of headphones on the book cover  and the text *(Audio Book)* at the end of the title so that they are easily recognizable.



Crucial Conversations: Tools for Talking When Stakes Are High *(Audio Book)*
by Kerry Patterson, Joseph Grenny and Ron McMillan and Al Switzler
Length: 4 hours 17 minutes
McGraw-Hill © 2003 Citation
ISBN: 9780972488907
This audio edition gives you the tools to handle life's most difficult and important conversations, say what's on your mind, and achieve positive outcomes.



Easy to Access and Use

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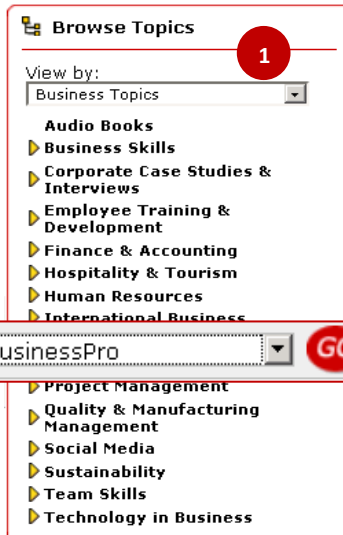
Search: "audio edition" leadership

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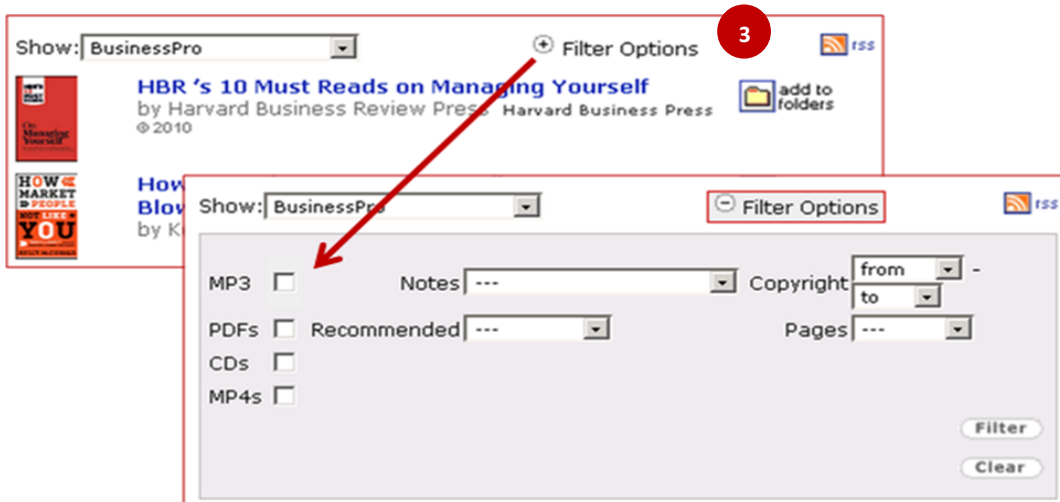
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3. Filter

- Expand the plus toggle button  beside "Filter Options" to open the "Filter Options" box for any list of titles.
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A quick guide to accessing the BusinessPro Audio Books

Click on a title to access the audio book's launch page. On the launch page, you can:

4. View the content for all of the downloadable MP3 files
5. Click on the audio files to download the MP3 files.

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The screenshot shows the launch page for the audio book "Crucial Conversations: Tools for Talking When Stakes Are High (Audio Book)". The page includes a sidebar with navigation options like "Launch Page", "Related Titles", and "Related Topics". The main content area features the book's cover, title, authors (Kerry Patterson, Joseph Grenny, and Ron McMillan and Al Switzler), and a description. A "Description" section lists key takeaways and a list of audio segments. A "Get MP3s" button is visible, which leads to a separate window showing a list of audio files (Audio 1 through Audio 4) with a red circle and the number 5 next to the "Get MP3s" button in the window.

Crucial Conversations: Tools for Talking When Stakes Are High (Audio Book)
by Kerry Patterson, Joseph Grenny and Ron McMillan and Al Switzler
Length: 4 hrs 17 min
MP3 Version: 2009 Edition
ISBN: 9780724333017

This audio edition gives you the tools to handle life's most difficult and important conversations, say what's on your mind, and achieve positive outcomes.

Recommend? YES NO
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Description

Crucial Conversations gives you the tools to handle life's most difficult and important conversations, say what's on your mind, and achieve positive outcomes. You'll learn to:

- Prepare for high-stakes situations with a proven technique
- Make it safe to talk about almost anything
- Be persuasive, not aggressive
- Turn crucial conversations into the action and results you want

Whether they take place at work or at home, with the skills you learn in this book you'll never have to worry about the outcome of another crucial conversation again.

The following are the specific segments contained in each of the audio files for download:

AUDIO 1:

1. Foreword by Stephen R. Covey (7:04)
2. Chapter 1: What's a Crucial Conversation? (5:41)
3. A Typical Crucial Conversation (6:19)
4. Some Common Crucial Conversations
5. Chapter 2: Mastering Crucial Conversations (31)
6. The Pool of Shared Meaning (9:14)
7. Chapter 3: Start with Heart (9:16)
8. Refuse the Sucker's Choice (7:16)

AUDIO 2:

1. Chapter 4: Learn to Look (6:59)
2. Learn to Look for Safety Problems (11:08)
3. Chapter 5: Make It Safe (8:36)
4. Apologize When Appropriate (5:54)
5. Chapter 6: Master My Stories (8:12)
6. Analyze Your Stories (8:17)
7. Why We Tell Clever Stories (8:08)

AUDIO 3:

1. Chapter 7: Score My Rac (7:23)
2. Tell Your Story (6:56)
3. Strong Belief (6:40)
4. Chapter 8: Explore Others' Rac (9:54)
5. Resistance to Acknowledge the Story (10:41)
6. Chapter 9: Move to Action (8:12)
7. Decision Making Blunders and Solutions (7:32)
8. Surviving the Joys of Consensus (8:53)

AUDIO 4:

1. Chapter 10: Putting It All Together (10:38)
2. Chapter 11: Yeah, But (7:13)
3. Deference to Authority (8:01)
4. Vague But Annoying (8:31)
5. Misordination (Or Over-the-Line Disrespect) (9:51)
6. Chapter 12: Change Your Life (9:43)
7. Master the Content (10:02)

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