

6.9 Book Discussion of Crucial Conversations: Tools for Talking When the Stakes are High

Using a book as the basis for your time with your mentee can be very effective if:

- ❑ Your mentee likes to read outside of work
- ❑ You are willing to also read the book (if you haven't done so)
- ❑ You want to bring more content into your meetings
- ❑ You feel like your time with your mentee needs more structure
- ❑ Your mentee identifies better communication as a goal

*Crucial Conversations: Tools for Talking When the Stakes are High** by Kerry Patterson, Joseph Grenny, Ron McMillan and Al Switzer (2012 New York: McGraw Hill) is an excellent book on communication that discusses high stakes and offers many pertinent examples. This book is recommended as part of the American Association of Critical-Care Nurses (AACN) Essential Standards of a Healthy Work Environment under the need for skilled communication.

Try This!

Before embarking on a book study with your mentee, ensure that he or she is committed to trying this concept. One way to help ensure this is to first show him or her your copy of the book and tell your mentee why you want to read it or what you have gleaned from the book so far. If he or she shows interest in the book and discussing it, have your mentee buy the book and bring it to your next mentoring meeting. At this time, together determine how you want to discuss.

*These authors also have written *Crucial Accountability: Tools for Resolving Violated Expectations, Broken Commitments and Bad Behavior* (2013 New York: McGraw Hill) and *Influencer* (2013 New York: McGraw Hill).

Try This!

Mentor/Mentee time is precious. As an alternative exercise here are a few more options:

Option 1: 15 minutes: Joseph Grenny: Crucial Conversations

https://www.youtube.com/results?search_query=youtube.com%2Fwatch%3Fv%3DPuJgqTs-G44

Option 2: 1 hour: Joseph Grenny: *Mastering the Art of Crucial Conversations*

https://www.youtube.com/results?search_query=youtube.com%2Fwatch%3Fv%3Duc3ARpccRwQ

Option 3: Audiobook 4.5 hours: *Crucial Conversations: Tools for Talking When Stakes are High*

<https://www.youtube.com/watch?v=3ibtwBAJEMc>