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people who want  
to be successful  
need to  
understand how  
to choose what  
and if and to  
master their own  
stories.

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confrontations  
are about  
disappointments,  
which arise when  
people don't do  
what you believe  
they should be  
doing; these

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involve broken  
promises/rules,  
missed  
expectations or  
bad behaviors.

In this article,  
we'll briefly  
outline what's  
involved in  
handling crucial  
confrontations,  
before, during  
and after the  
confrontation.

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Confrontation?

And Who Cares?

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on Me First—What

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the workplace  
and in life and  
for resolving  
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ms--permanently.

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borrowes from

twenty years of

research

involving two

groups. More

than 25,000

people helped

the authors

identify those

who were most

influential

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during crucial  
confrontations.

They spent  
10,000 hours  
watching these  
people,  
documented what  
they saw, and  
then trained and  
tested with more  
than 300,000  
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But there is a  
method that  
falls somewhere  
between the  
polar worlds of  
fight and  
flight.

Mastering  
crucial  
confrontations

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allows you to deal with failed promises, disappointed expectations and other performance gaps. Unless you step up to and master crucial confrontations, nothing will get better.

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problems that regularly plague families, teams and organizations are individuals who either can't or won't deal with failed promises.

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"mastering your  
story." 16 In

short, it is

understanding

from as many

vantage points

as possible how

the problem

situation might

have developed.

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The level of  
intensity of the  
conflict is Violated  
another  
consideration in  
determining how  
best to approach  
the issue.

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