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16 In short, it is understanding from as many vantage points as possible how the problem situation might have developed. The level of intensity of the conflict is another consideration in determining how best to approach the issue.

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between the polar worlds of fight and flight. Mastering crucial confrontations allows you to deal with failed promises, disappointments and other performance gaps. Unless you step up to and master crucial confrontations, nothing will get better.

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Crucial confrontations are about disappointments, which arise when people don't do what you believe they should be doing; these involve broken promises/rules, missed expectations or bad behaviors. In this article, we'll briefly outline what's involved in handling crucial confrontations, before,

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during and after the  
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