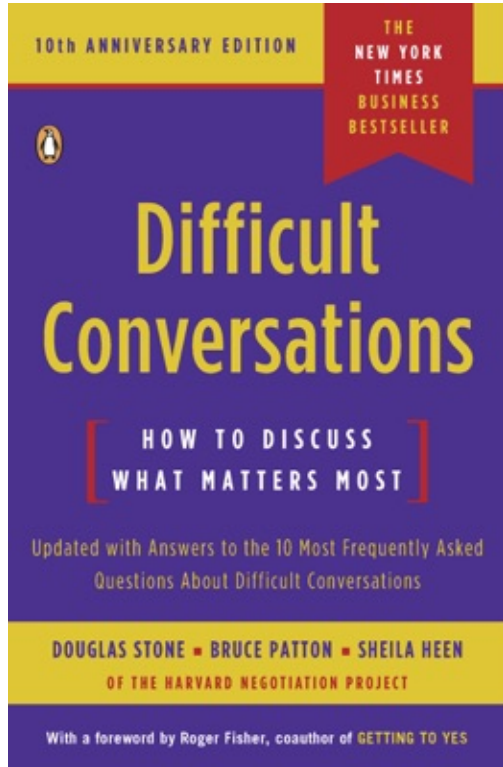


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- Start a conversation without defensiveness
- Listen for the meaning of what is not said
- Stay balanced in the face of attacks and accusations
- Move from emotion to productive problem solving

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**Autor** : Douglas Stone, Bruce Patton & Sheila Heen  
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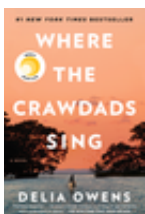


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