

Contents

When Conversations Seem Impossible

one	When Conversations Seem Impossible	1
two	The Seven Fundamentals of Good Conversations	9
three	Beginner Level: Nine Ways to Start Changing Minds	33
four	Intermediate Level: Seven Ways to Improve Your Interventions	71
five	Five Advanced Skills for Contentious Conversations	95
six	Six Expert Skills to Engage the Close-Minded	131
seven	Master Level: Two Keys to Conversing with Ideologues	157
eight	Conclusion	179
	<i>Acknowledgments</i>	181
	<i>Notes</i>	183
	<i>Bibliography</i>	221
	<i>Index</i>	235