

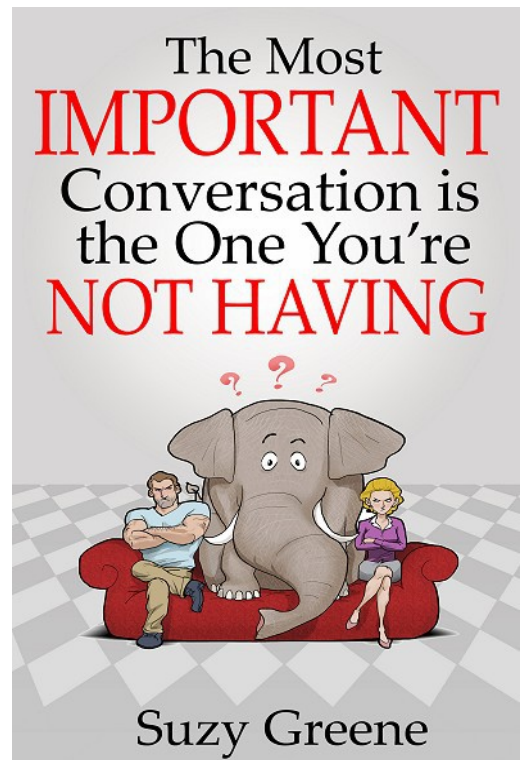
PERSONAL NOTE FROM THE AUTHOR

It seemed like months since our family had been together. We all went our separate ways during the summer. Then in September Katie and I were whisked off to boarding school several hours away from home. Our first weekend home was a perfect way to celebrate my 13th birthday.

Mom insisted I open my present as soon as we got inside the front door. Right there, not even in the living room. Immediately, after opening my gift. "Say goodbye to your father He is leaving now. He doesn't live here anymore. We are divorced."

THAT IS HOW NOT TO HAVE AN IMPORTANT CONVERSATION!!!

I needed to know how to have difficult conversations without devastating everyone involved; this became my life work.



The Most Important Conversation is the One You're Not Having is about having difficult conversations with YOU, family, co-workers, friends and the annoying customer service representative on the other end of the line. The tools discussed in this book create the safety to conduct these tough conversations in the heat of the moment when you do not have time to prepare.

Do you really want to wait? Meanwhile, you give away your power until you deal with the situation. Here among these pages you will discover proven tools that enable you to handle anger manage your fear and begin that conversation now. Do not put it off.

Chapter one, *Did We Forget How to Be Funny* we cover passive, aggressive and passive-aggressive behaviors. Learn how these inappropriate behaviors keep you from creating healthy and responsible relationships.

Chapter two, *Body Beware*, learn what choices make a significant impact on your body and relationships. Irritation and frustration generate stress in the body. Learn how to become more aware of their effect on your health.

What triggers undesirable actions and behaviors in your home and at work? Discover the main causes in chapter three, *What is Reflected in Your Mirror?* Then learn how you can change them?

Have you ever said I am so upset, *I Can't Think Straight?* Chapter four explores brain science and how it affects your behavior. Learn why this is true based on how your brain functions.

After a full day in meetings, you may come home feeling tired. Then on the weekend you work in the yard all morning and feel energized. Chapter five, *Inner Power: Keep It or Lose It*, demonstrates how and why this phenomenon happens time and again.

Can you turn on the television, check your home page or listen to Talk Radio without hearing, seeing or feeling anger and hostility? What drives us to the point of anger? How do we fix it? Anger, rage, and hostility are secondary emotions. Find the answers in chapter six, *Anger, Rage, and Hostility*.

Dr. Kathryn Kotrla is board certified by the American Board of Psychiatry & Neurology was head of Psychiatry at Baylor College of Medicine until 2002. Kotrla endorsed these techniques on my PBS production, *Brain at Work*, effective ways to handle emotions. She validated the tool, *Report, Report, Report* suggesting it can be used during any situation or conversation when it gets sticky. In chapter seven learn this valuable reporting tool that has helped thousands.

Often the damage in relationships is not that we did not listen, we sometimes do not listen enough. Are you creating the space to move forward into mutual realization? Is it more important to be right or have a relationship? In chapter eight, *The Art of Candor* you learn more valuable tools.

When you find yourself in a struggle, you are caught in a short circuit that continues to repeat over and over, again. Chapter nine, *Stop the Story*, explores how giving up incessant addictive thinking patterns takes you out of the struggle and into that inner quiet space that feeds your soul.

Chapter ten, *What is the Conversation You're Not Having with Yourself*, discover the exquisite freedom that comes when you are willing to explore behind the ego and look at who is judging you.

Chapter eleven, *Life is a Series of Choices* look at how you make choices consciously and the consequences when you don't.

When you turn on the news, whether it is on television, via the Internet, Twitter, newspapers or magazines, media bombards us daily with a very hot topic, The War on Terror. It is consuming our conversations and even more unsettling, our thoughts. In 1974, I missed being a bomb casualty by seconds. Chapter twelve *When Terror Hits Home*, learn how I handled daily terrorist activities in England where I worked. Practice these exercises that help you develop a new awareness. They will help keep you safe.

In the last chapter, *All of Life Comes to Us with Ease, Joy and Glory* talks about how these precious words changed my life.

Many of these concepts will challenge your belief systems. I invite you to disengage from your present beliefs and allow yourself to let temporarily go your thoughts about reality. When you watch a movie, don't you immerse yourself in the story on the screen?

While reading, *The Most Important Conversation is the One You're Not Having*, disband your present beliefs and judgments until the end of the book. When you finish, I invite you to embrace what is appropriate and works for you. Let go of all the rest.

Suzy Greene, January 2, 2013

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