



**Crucial Accountability: Tools for Resolving
Violated Expectations, Broken Commitments, and
Bad Behavior, Second Edition: Tools for Resolving
Violated Expectations, ... and Bad Behavior,
Second Edition AUDIO**

Kerry Patterson, Joseph Grenny, Ron McMillan, Al Switzler, David Maxfield

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Hold anyone accountable. Master performance discussions. Get RESULTS.

Broken promises, missed deadlines, poor behavior--they don't just make others' lives miserable; they can sap up to 50 percent of organizational performance and account for the vast majority of divorces. Crucial Accountability offers the tools for improving relationships in the workplace and in life and for resolving all these problems--permanently.

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