

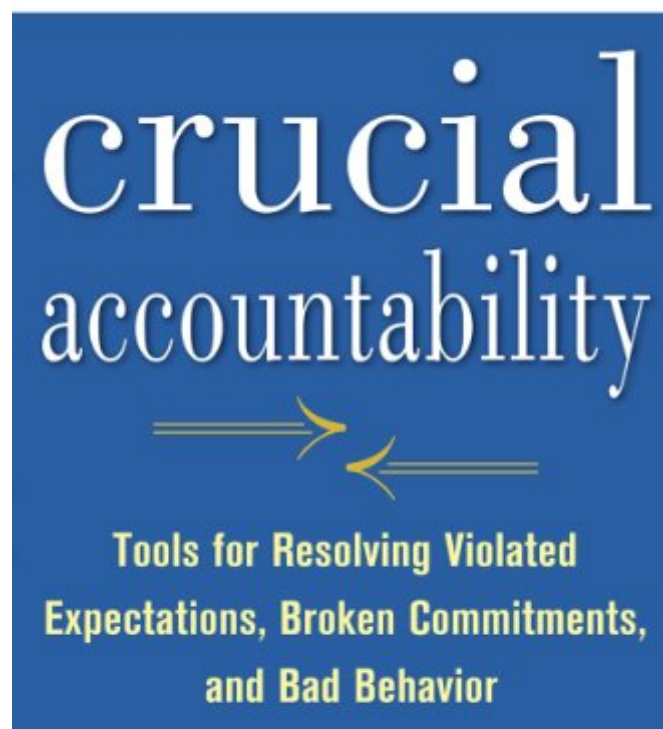


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# Crucial Accountability: Tools For Resolving Violated Expectations, Broken Commitments, And Bad Behavior, Second Edition (Business Books)

THE *NEW YORK TIMES* BESTSELLER

— UPDATED SECOND EDITION OF *CRUCIAL CONFRONTATIONS* —



PATTERSON • GRENNY • MAXFIELD • McMILLAN • SWITZLER

AUTHORS OF THE *NEW YORK TIMES* BESTSELLER *CRUCIAL CONVERSATIONS*



## Synopsis

Hold anyone accountable. Master performance discussions. Get RESULTS. There is audio or video content present in this Kindle file or a web site referred to by it that cannot be played on Kindle e-ink devices. 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. PRAISE FOR CRUCIAL ACCOUNTABILITY: "Revolutionary ideas ... opportunities for breakthrough ..." -- Stephen R. Covey, author of The 7 Habits of Highly Effective People "Unleash the true potential of a relationship or organization and move it to the next level." -- Ken Blanchard, coauthor of The One Minute Manager "The most recommended and most effective resource in my library." -- Stacey Allerton Firth, Vice President, Human Resources, Ford of Canada "Brilliant strategies for those difficult discussions at home and in the workplace." -- Soledad O'Connell Brien, CNN news anchor and producer "This book is the real deal.... Read it, underline it, learn from it. It's a gem." -- Mike Murray, VP Human Resources and Administration (retired), Microsoft

## Book Information

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## Customer Reviews

Crucial Conversations & Crucial Confrontations are well-written, practical guides for resolving common workplace problems. HIGHLY RECOMMEND them both. It was with excitement then that I purchased Crucial Accountability - only to find that it is word for word the same book as Crucial Confrontations. Buy one or the other.

I had the privilege of attending a seminar with one of the authors. This series of tools on communication is life changing. It needs to be a college course. We'd all be better spouses, parents, Leaders and employee using the tools and information in this series

I wish I had this book years ago! The book brilliantly breaks down the elements of difficult conversations when it's time to hold someone accountable: how to prepare before the meeting, what to look for and discuss during, and how to follow up after to increase the likelihood of success. The books offers the tools, yet it's up to the reader to practice. No matter the difficulty, it is well worth the effort.

Excellent book about dealing with touchy situations at work or at home. It was originally the basis for a class that I took. I don't use the fully system the way it's laid out in the book, but the key principles are things I use every day.

Every one needs to read this. It's a great framework for approaching folks who have broken trust with us. I'd really encourage the authors to develop a version that can be read by kids. Early exposure to these skills would surely make the world a better place.

Great book & follow-up to Crucial Conversations. A must for any manager, teammate, spouse. What is the real issue going on and how to I best address without things getting crazy?

Listened to this after Crucial Conversation. Great pair and very helpful. I now employ some of these tactics at work and they have been very helpful. Will listen to both again after a few more months to make sure I am refreshing my skills.

Required for class. It's an easy read, the tips are actually applicable to real life, and I enjoyed the scenarios and case studies presented in the book. I might hang on to this after school.

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