



Crucial Accountability: Tools for Resolving Violated Expectations, Broken Commitments, and Bad Behavior

By Kerry Patterson, Joseph Grenny, Ron McMillan

McGraw-Hill Education on Brilliance Audio, United States, 2014. CD-Audio. Book Condition: New. Unabridged, Updated. 127 x 117 mm. Language: English . Brand New. In this updated second edition (first edition titled Crucial Confrontations), you ll learn how to hold anyone accountable, master performance discussions, and get results.Behind the problems that routinely plague our organizations and families, you ll find individuals who are either unwilling or unable to deal with broken promises. Colleagues break a rule, coworkers miss a deadline, friends fail to live up to commitments (or just plain behave badly), and nobody says a word. Nobody holds anyone accountable. With repeated infractions, individuals become increasingly upset until they finally do speak their minds, but they do so poorly often creating whole new sets of problems.Research proves that mishandled disappointments aren t just morale killers, they re institution killers diminishing organizational performance by 20 to 50 percent and accounting for up to 90 percent of all divorces.Everyone knows how to run for cover, or, if sufficiently provoked, step up to problems in a way that causes a real ruckus. Crucial Accountability teaches you how to deal with violated expectations in a way that solves the problem at hand without...



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Reviews

Very beneficial to all of class of people. I am quite late in start reading this one, but better then never. You may like just how the writer create this publication.

-- **Audra Klocko PhD**

Thorough information! Its this type of great go through. It is amongst the most incredible publication i actually have read through. It is extremely difficult to leave it before concluding, once you begin to read the book.

-- **Germaine Welch**