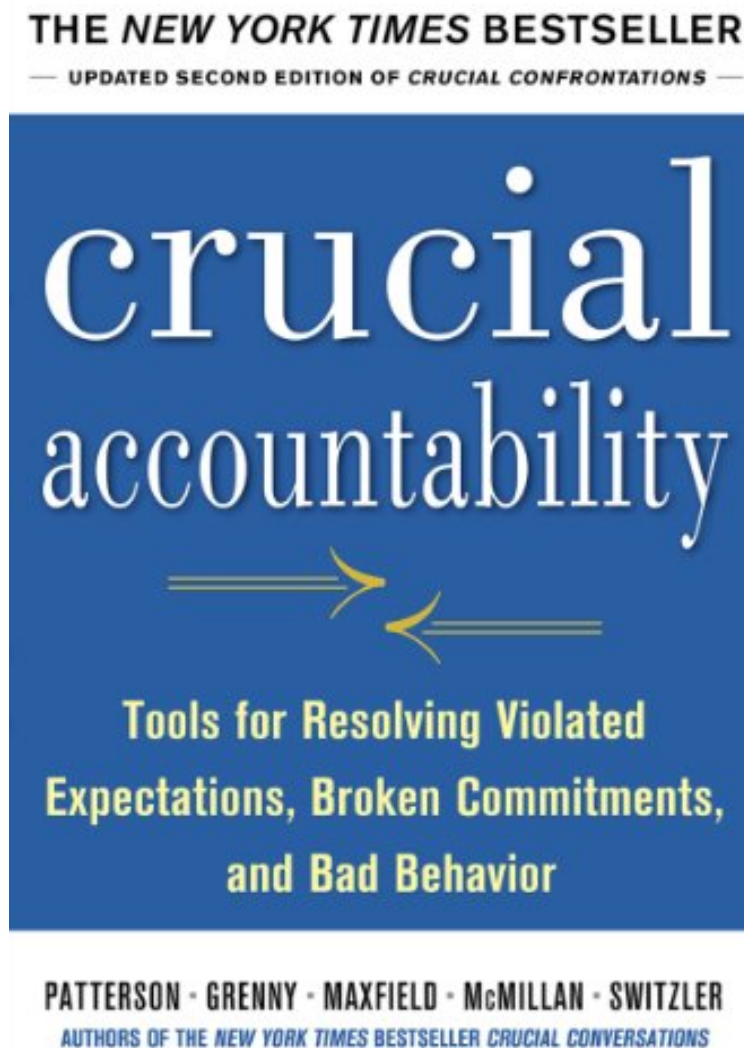


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## Crucial Accountability: Tools for Resolving Violated Expectations, Broken Commitments, and Bad Behavior, Second Edition (Business Books)

*Kerry Patterson, Joseph Grenny, Ron McMillan, Al Switzler, David Maxfield*  
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"Brilliant strategies for those difficult discussions at home and in the workplace..."--SOLEIDAD O'BRIEN, anchor and producer  
From the Author  
Note: This is an UPDATED SECOND EDITION to the book previously titled Crucial Confrontations.  
From the Inside Flap  
Drawing from 20,000 hours of observations, Crucial Accountability teaches you how to deal with common infractions such as: An employee speaks to you in an insulting tone that crosses the line between sarcasm and insubordination. Now what? Your boss just demanded that you meet a deadline you know you can't meet--and he clearly doesn't want to hear complaints about it. Your son walks through the door sporting colorful new body art that raises your blood pressure by 40 points. Speak now or pay later. Family members fret over how to tell Granddad that he should no longer drive his car. This is going to get ugly. A nurse worries about what to say to an abusive physician. She quickly remembers "how things work around here" and decides not to say anything.