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Crucial Accountability: Tools for Resolving Violated Expectations, Broken Commitments, and Bad Behavior, Second Edition ( Paperback) Paperback – June 14, 2013. by Kerry Patterson (Author), Joseph Grenny (Author), Ron McMillan (Author), Al Switzler (Author), David Maxfield (Author) & 2 more. 4.7 out of 5 stars 623 ratings.

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Crucial accountability: tools for resolving violated expectations, broken commitments, and bad behavior/by Kerry Patterson, Joseph Grenny, Ron McMillan, Al Switzler, and, David Maxfield. — 2e [edition]. pages cm Includes bibliographical references and index. ISBN-13: 978-0-07-183060-7 (alk. paper) ISBN-10: 0-07-183060-X (alk. paper)

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### Crucial Accountability Summary

Subtitled Tools for Resolving Violated Expectations, Broken Commitments, and Bad Behavior, this book is the updated version of Crucial Conversations. The authors are the leaders of VitalSmarts, an innovator in best-practices training products and services.

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Crucial Accountability: Tools for Resolving Violated Expectations, Broken Commitments, and Bad Behavior, Second Edition ( Paperback) Kerry Patterson. 4.6 out of 5 stars 761. Paperback. \$18.78. Crucial Conversations: Tools for Talking When Stakes are High Kerry Patterson.

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