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Notes by Frumi Rachel Barr, MBA, PhD Author: Kerry Patterson, Joseph Grenny, Ron McMillan, Al Switzler  
Publisher: McGraw-Hill Copyright year: 2005 ISBN: 0-07-144652-4 About the authors: This same team of authors previously produced the New York Times

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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), 4.7 out of 5 stars 623 ratings See all formats and editions

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## **Crucial Conversations: Tools for Talking When Stakes Are ...**

Crucial Confrontations: Tools for Resolving Broken Promises, Violated Expectations, and Bad Behavior (Paperback) Published August 26th 2004 by McGraw-Hill Companies Paperback, 280 pages

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NEW YORK, July 15, 2004 /PRNewswire/ - McGraw-Hill Trade will publish Crucial Confrontations: Tools for Resolving Broken Promises, Violated Expectations, and Bad Behavior, written by the authors at VitalSmarts, L.C., a leading organizational performance and training company. The new book will be a follow up to the national best seller Crucial Conversations: Tools for Talking When Stakes are High.

## **McGraw-Hill to Publish New Book from VitalSmarts on ...**

Crucial confrontations tools for resolving broken promises, violated expectations, and bad behavior by Gary Keller. Published 2005 by McGraw-Hill in New York. Written in English. Subjects. Interpersonal confrontation, Interpersonal relations, ...

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