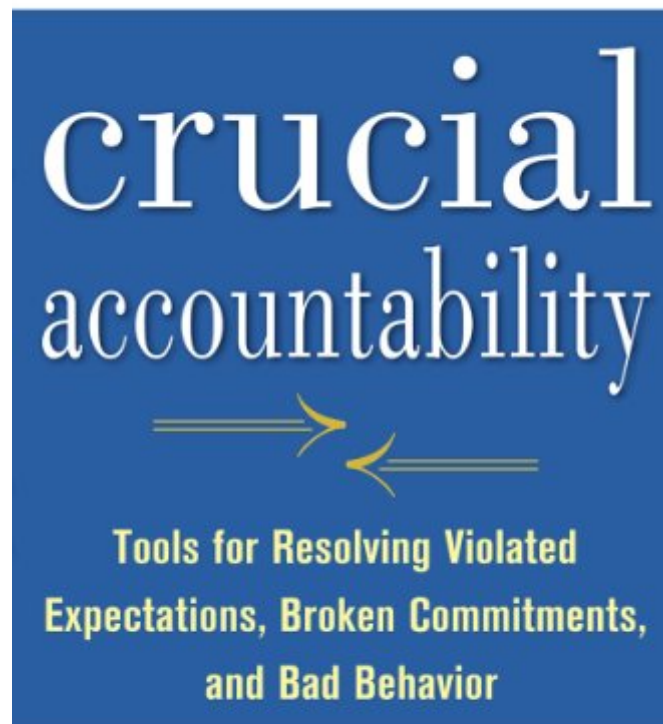


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**Crucial Accountability: Tools For  
Resolving Violated Expectations,  
Broken Commitments, And Bad  
Behavior, Second Edition: Tools For  
Resolving Violated Expectations, ...  
And Bad Behavior, Second Edition  
AUDIO**

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. 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 Oâ™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 didn't catch that the authors had re-titled their existing book, "Crucial Confrontations". I expected something new, LOL. I wasn't offended though because the book is so good. It made an excellent gift. This is the best book I've read on accountability discussions. The "FeedBack Script", podcast by Manager Tools and an old book, "Analyzing Performance Problems", by Mager and Piper are excellent companions to this book. Also S. Covey Sr.'s, discussion about managing by agreement in the 7 Habits really cements one of the hardest things to do when working with people, holding, ONE ANOTHER accountable. God Bless

If you have already read Crucial Confrontations, then you have read this book. I thought I was getting some new concepts, but this is really just the 2nd edition of Crucial Confrontations but with a different title. Disappointed.

Learning what words to use to hold people accountable has always been a challenge! Especially in our "NICE" culture. People are so 'nice'. So many rules. Oh, you can't say THAT. THAT wouldn't be 'nice'. So we end up with B S and drama and nonsense. What a relief to finally learn more language to successfully have difficult conversations. Love these authors.

I was disappointed in that I wasn't able to figure out that this book is simply a revised edition of Crucial Confrontations. That should be made more clear.

This was a required book for a class I took. It is filled with stories of people who are great problem solvers and why they are good examples, but there are two issues with this book: 1. It's based on data from the 80s (so think about a corporate world ruled by men.....meaning most of the data is based on interviews with white men). 2. This book doesn't talk at all about what it takes for an individual to become a good problem solver. You're not going to read this book and instantly become someone who speaks up, negotiates well, and is able to keep their cool in a contentious situation; why? because that takes behavior change. It requires you to recognize your behavior

(when you're upset or even angry), calm down, and deliver a modified response. So how do you do that? Good question....this book will not answer that. There is also a whole certification that you can get as a "teacher" in this methodology, which is a scam. This is one of those books that gives corporate higher ups buzzwords to throw around without any content behind them. It's great fodder for inspirational speaking, but how do you get egocentric CEOs and their underlings to actually change their behavior? Again, this "system" will not teach you that and what person at the top would actually spend the time required to make those changes?

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

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.

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