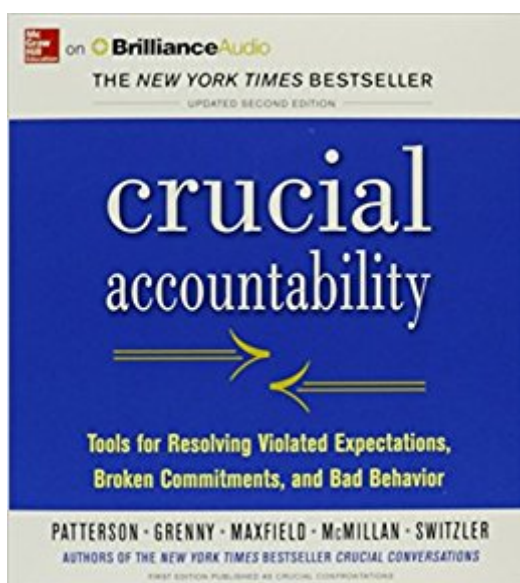


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# Crucial Accountability: Tools For Resolving Violated Expectations, Broken Commitments, And Bad Behavior



## Synopsis

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 harming the relationship—and, in fact, even strengthens it. 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.

## Book Information

Audio CD: 6 pages

Publisher: McGraw-Hill Education on Brilliance Audio; 2 Una Upd edition (September 9, 2014)

Language: English

ISBN-10: 149158081X

ISBN-13: 978-1491580813

Product Dimensions: 5 x 0.8 x 5.5 inches

Shipping Weight: 4 ounces (View shipping rates and policies)

Average Customer Review: 4.6 out of 5 stars 172 customer reviews

Best Sellers Rank: #288,290 in Books (See Top 100 in Books) #20 in [Books > Books on CD >](#)

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## Customer Reviews

"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 "Brilliant strategies for those difficult discussions at home and in the workplace..."--SOLEDAD O'BRIEN, anchor and producer --This text refers to an out of print or unavailable edition of this title.

Note: This is an UPDATED SECOND EDITION to the book previously titled Crucial Confrontations.  
--This text refers to an out of print or unavailable edition of this title.

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 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

I wish I had this book years ago! The book brilliantly breaks down the elements of difficult conversations when it's time to hold someone accountable: how to prepare before the meeting, what to look for and discuss during, and how to follow up after to increase the likelihood of success. The books offers the tools, yet it's up to the reader to practice. No matter the difficulty, it is well worth the effort.

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.

Every one needs to read this. It's a great framework for approaching folks who have broken trust with us. I'd really encourage the authors to develop a version that can be read by kids. Early exposure to these skills would surely make the world a better place.

Great book & follow-up to Crucial Conversations. A must for any manager, teammate, spouse. What is the real issue going on and how to I best address without things getting crazy?

Listened to this after Crucial Conversation. Great pair and very helpful. I now employ some of these tactics at work and they have been very helpful. Will listen to both again after a few more months to make sure I am refreshing my skills.

Required for class. It's an easy read, the tips are actually applicable to real life, and I enjoyed the scenarios and case studies presented in the book. I might hang on to this after school.

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