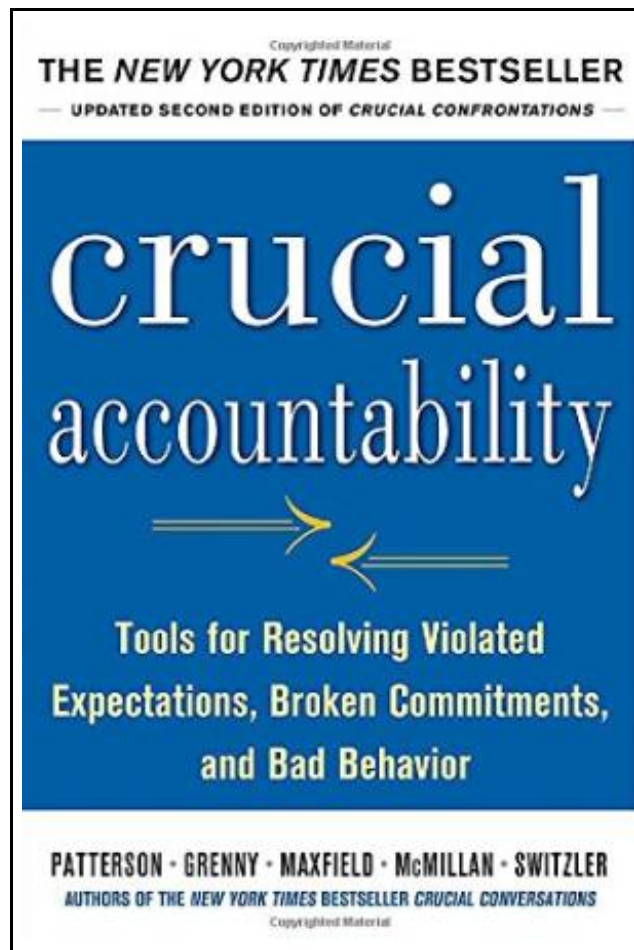


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McGraw-Hill Education - Europe. Hardback. Book Condition: new. BRAND NEW, Crucial Accountability: Tools for Resolving Violated Expectations, Broken Commitments, and Bad Behavior (2nd Revised edition), Kerry Patterson, Joseph Grenny, Ron McMillan, Al Switzler, David Maxfield, Hold anyone accountable. Master performance discussions. 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. Drawing from 10,000 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. Everyone knows how to run for cover, or, if sufficiently provoked, step up...



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