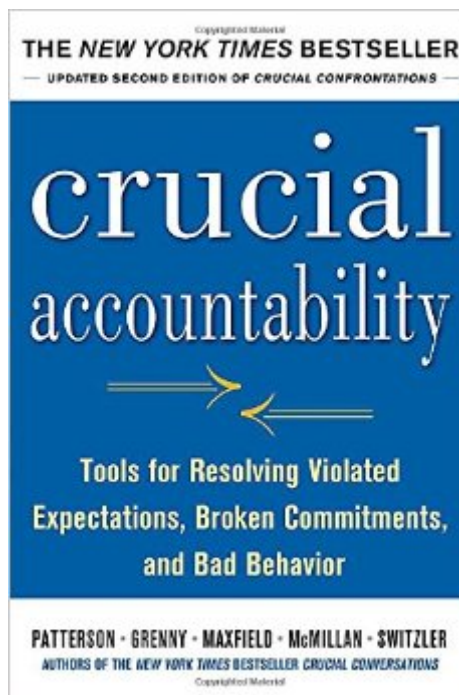


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# Crucial Accountability: Tools For Resolving Violated Expectations, Broken Commitments, And Bad Behavior, Second Edition



## 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

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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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