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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), Al Switzler (Author), David Maxfield (Author) & 2 more. 4.7 out of 5 stars 623 ratings.

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Crucial Accountability Summary

Subtitled Tools for Resolving Violated Expectations, Broken Commitments, and Bad Behavior, this book is the updated version of Crucial Conversations. The authors are the leaders of VitalSmarts, an innovator in best-practices training products and services.

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