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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 378 ratings.

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