

Online Library Crucial Accountability Tools For Resolving Violated Expectations Broken Commitments And Bad Behavior Second Edition

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????????? ?????????? ?????????? Learning By Doing ?????????? Richard DuFour? Rebecca DuFour?
Robert Eaker? Thomas W. Many? ?? Mike Mattos.
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With over 600 signed entries, The SAGE Encyclopedia of Higher Education demonstrates the

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impact higher education has had on global economies and universities across the world.

Topics include: • students burdened with higher tuition fees • departments expected to produce courses and research that have clear and demonstrable social impact • what the university is and how it meets social and business requirements This encyclopedia touches on all aspects of higher education through: • key concepts • debates • approaches • schools of thought on higher education • role of universities As an interdisciplinary field, these volumes will prove to be an essential resource for students and researchers in education, sociology, politics and other related fields across the humanities and social science disciplines.

Traditional Chinese edition of Drive: The Surprising Truth About What Motivates Us by Daniel Pink. Challenges the fact that humans are motivated by hope of gain and loss of fear, citing examples that intrinsic motivation comes from the opportunity to grow, to have some autonomy over the work that we do, and to take part in something bigger than oneself.

Strengthen your adult education program planning with this essential guide Planning Programs for Adult Learners: A Practical Guide, 4th Edition is an interactive, practical, and essential guide for anyone involved with planning programs for adult learners. Containing extensive updates, refinements, and revisions to this celebrated book, this edition prepares those charged with planning programs for adult learners across a wide variety of settings. Spanning a variety of crucial subjects, this book will teach readers how to: Plan, organize, and complete other administrative tasks with helpful templates and practical guides Focus on challenges of displacement, climate change, economic dislocation, and inequality Plan programs using current and emerging digital delivery tools and techniques including virtual and augmented reality Planning Programs for Adult Learners provides an international perspective and

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includes globally relevant examples and research that will inform and transform your program planning process. Perfect for adult educators and participants in continuing education programs for adults, the book will also be illuminating for graduate students in fields including education, nursing, human resource development, and more. Dr. Sandra Ratcliff Daffron, has over 30 years of experience as a program planner, professional educator, project and program director, administrator, and organizational executive in the United States and the Middle East. She has worked extensively as a continuing professional educator and trainer with lawyers, judges, teachers, correctional educators, physicians, military trainers and graduate students. Sandra Daffron has planned and implemented programs, workshops and conferences on many topics from judicial education to the future of the courts for almost all State Supreme Courts and administrative offices of the courts for judges and judicial staff in the US. She is professor emeritus of adult and continuing education at Western Washington University, Bellingham, Washington and co-authored the 3rd edition of "Planning Programs for Adult Learners" in 2013 with Rosemary Caffarella.

Make your learning organization truly indispensable. If you're planting the seeds of improved organizational and individual effectiveness, you are a true learning leader. You know better than anyone that learning is an evolution, not a singular event. But what if your organization isn't on the same page? Or worse, what if you find that your efforts are the first to go when there's a change in the C-suite, or when budget cuts loom? Learning for the Long Run tackles sustainability concerns head-on. Discover seven proven practices businesses use to ensure continuity in learning and development. Original case studies from the public and private sector put these practices into action, while self-assessments and job aids show you how to attain a

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sustainable mindset. Explore how FlightSafety International leveraged its measurement capabilities to drive results and improve its avionics safety system. How the U.S. Army Warrant Officer Career College built and bent its change capabilities to prepare the next generation of Army officers, amid labor shortages and complex global threats. How the Tennessee Department of Human Resources led an award-winning shift to transform a tenure-based environment into a performance-driven learning culture. And more. In *Learning for the Long Run*, innovative change leader Holly Burkett demystifies how to earn credibility and grow the learning function into a mature enterprise that will weather today's frequent business disruptions. Now's the time to build lasting organizational value and resist the temptation of the quick fix.

"This trusted resource--now in a thoroughly updated second edition reflecting the tremendous growth of the field--provides a best-practice guide to planning and implementing social and emotional learning (SEL) in K-12 classrooms and schools. The authors present a roadmap to help practitioners choose exemplary programs and strategies, integrate SEL with academics and mental health interventions, create culturally affirming programming for diverse students, use assessment to guide data-based decision making, and support educator SEL. In a large-size format with convenient lay-flat binding, the volume includes illustrative vignettes and 25 reproducible worksheets and other practical tools. Purchasers get access to a Web page where they can download and print the reproducible materials. Subject Areas/Key Words: social-emotional learning, teaching empathy, competence, school psychology, SEL programs, strong kids, behavioral problems, bullying, skills, prevention, interventions, school-based, wellness, MTSS, PBIS, curriculums, implementation, resources, elementary, secondary,

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students, teachers, school psychologists, children, adolescents, assessments, professional development, manuals, curricula, initiatives, prosocial behaviors, antisocial, classroom management, mindfulness, relationships, self-control, conflict resolution, aggression Audience: School psychologists, counselors, and social workers working with children ages 6-17 (grades K-12); school administrators; general and special education teachers"--

DESCRIPTION OF THE ORIGINAL BOOKWe have all suffered this situation: We try to have a sensible conversation about something important when suddenly a bitter fight breaks out. How is it possible that two people who are usually reasonable and pleasant, end up in a screaming competition, even when both have identical goals? The book *Crucial Conversations* investigates the root that causes these types of problems. Kerry Patterson and her team of co-writers and leadership consultants describe several techniques for effective negotiation and conflict resolution, all in the context of important potential life-changing conversations. You will learn the techniques to transform critical situations into something positive. By focusing on searching for solutions, you can prevent critical dialogues from becoming a meaningless struggle. You'll also find tips on how to redirect a conversation on the right track when things have already begun to falter. The book also emphasizes on some issues often neglected in negotiations, such as creating safe environments for others to express their

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authentic feelings and desires. The authors will explain how to remain alert to new possibilities or unspoken alternatives, including examples drawn from business and personal relationships: how to have a productive conversation with a irritable teenage daughter, how to criticize constructively without hurting the feelings of others, how to request a promotion, how to provide important information in a meeting or how to solve marital problems. John F. Kennedy, former president of the United States, once said: "Never negotiate on the basis of fear. But never fear to negotiate. " These wise words had not been as true as they are today in the current world of business. Many people recoil from the crucial conversations in which they must negotiate to get ahead. However, in business you do not get what you deserve, but what in fact is, negotiated. ABOUT KERRY PATTERSON, JOSEPH GRENNY, RON MCMILLAN, AL SWITZLER: AUTHORS OF THE ORIGINAL BOOK Kerry Patterson, cultural change project consultant, developed videos for training programs. Joseph Grenny is an executive coach. Ron McMillan, co-founder of the Leadership Center, is a leadership consultant. Al Switzler is a professor at the University of Michigan. The authors founded VitalSmarts in 1990, a consulting company that focuses on organizational performance and corporate training. They also wrote The Balancing Act: Mastering the Competing Demands of Leadership. As a follow-up

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to Crucial Conversations, they wrote Crucial Confrontations and Crucial Accountability, which aims to provide additional tools to resolve outstanding expectations and misbehavior.

Simplified Chinese edition of Put Your Dream to the Test: 10 Questions to Help You See It and Seize It

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Divorce guidance you can count on Divorce is never easy, but with the information in Nolo's Essential Guide to Divorce, you can make the process as simple, inexpensive, and conflict-free as possible. With compassion and expertise, family law attorney Emily Doskow explains how to make divorce less painful by helping you: minimize day-to-day conflict with your spouse work with lawyers or mediators without breaking the bank avoid costly, exhausting court battles, and stay calm and make good decisions. You'll learn about your legal rights and options for resolving tough divorce-related issues, including: child support and custody alimony property division, and drafting a marital settlement agreement. The 8th edition is completely updated with the latest state rules on divorce, such as property division and grounds for divorce.

Traditional Chinese edition of The Presentation Secrets of Steve Jobs.

BusinessWeek columnist and speaking coach Carmine Gallo lets you in on Steve

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Jobs' secrets of being the tour de force that enthralls his audience and customers. In Traditional Chinese. Distributed by Tsai Fong Books, Inc. Ce guide pratique est destiné à aider les éducateurs du milieu scolaire à combler l'écart entre les connaissances et les actions en transformant leurs écoles en communautés d'apprentissage professionnelles (CAP). Il s'inspire du travail accompli par les acteurs du domaine des CAP auprès d'enseignants, de directions d'école et de membres du personnel des services centraux. How Do You Communicate When the Stakes Are High? Learn how with these TWO GROUNDBREAKING BOOKS in ONE eBook PACKAGE! In any organization, the best laid plans boil down to one simple thing: how well we come together to bring them to fruition. But more often than not, we end up dealing with people who come across as disagreeable, stubborn, or even obstructive. And emotions flare up. The only way to get things done is to step up to the plate . . . by stepping back from our emotions. Written by a team of experts from the world-renowned training firm VitalSmarts, these two books provide the skills you need to make every interaction fruitful and productive in even the most emotional situations. eBook package includes: CRUCIAL CONVERSATIONS The New York Times bestselling Crucial Conversations has sparked a revolution in how people communicate to achieve common goals. Now, the revised second edition

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builds on this decade-long legacy of success to get professionals at every level and in all professions talking with partners, bosses, employees, clients—not at them. Learn proven methods for turning the focus of hot-button discussions—job performance, customer satisfaction, interpersonal matters—away from subjective points of view and toward productive, mutually beneficial conclusions. “[Crucial Conversations] draws our attention to those defining moments that literally shape our lives, our relationships, and our world. . . . This book deserves to take its place as one of the key thought leadership contributions of our time.” —from the Foreword by Stephen R. Covey, author of *The 7 Habits of Highly Effective People* “The quality of your life comes out of the quality of your dialogues and conversations. Here’s how to instantly uplift your crucial conversations.” —Mark Victor Hansen, co-creator of the #1 New York Times bestselling series *Chicken Soup for the Soul*® **CRUCIAL ACCOUNTABILITY** Hold anyone accountable. Master performance discussions. Get RESULTS. 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. **PRAISE FOR CRUCIAL ACCOUNTABILITY:**

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"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 of Canada "Brilliant strategies for those difficult discussions at home and in the workplace." -- Soledad O'Brien, CNN news anchor and producer "This book is the real deal.... Read it, underline it, learn from it. It's a gem." -- Mike Murray, VP Human Resources and Administration (retired), Microsoft

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Traditional Chinese edition of *Difficult Conversations: How to Discuss What Matters Most* by Douglas Stone. In Traditional Chinese. Annotation copyright Tsai Fong Books, Inc. Distributed by Tsai Fong Books, Inc.

A new edition of one of the flagship books for CAE preparation *The ASAE Handbook of Professional Practices in Association Management* covers the core functions of association management at a high but practical level, making it a go-to resource for

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professionals who are leading and managing membership organizations and those preparing for the Certified Association Executive (CAE) credential. Now in its third edition, this core text in the ASAE association literature offers practical, experience-based insights, strategies, and techniques for managing every aspect of an association or membership organization. Organized into 35 chapters and presenting information based on experience and proven research into the skills and knowledge required for successfully managing an organization of any size, this book covers governance and structure, leadership processes, management and administration (including finance and human resources), internal and external relations, programs and services, and much more. This new edition incorporates increased emphasis on the c-level judgment required of Certified Association Executives and CEO-aspirants, as well as more comprehensive coverage of essential functions such as planning. Covers the range of functions essential to managing an association Serves as a flagship handbook for CAE prep and is one of only five designated "CAE Core Resources"; new edition is applicable to prep beginning with the May 2015 CAE exam Information is relevant and applicable to students and professionals alike Edited by the founding editor of Professional Practices in Association Management and a CAE instructor with more than 30 years of experience in preparing CAEs Put the experts to work for you with this essential resource—written by association professionals and experts with 300 years of cumulative experience!

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This book is a practical guide to personal and business negotiations. It is unique in going beyond the bargaining phase of negotiation to cover the entire process from your decision to negotiate through an evaluation of your negotiation performance. Also included are tools such as a negotiation planner, "decision trees" for calculating negotiation alternatives, psychological tools for increasing negotiation power, and tools for assessing your negotiation style.

Crucial Accountability(2014)was written by the founders of the management consulting firm VitalSmarts as a companion book to Crucial Conversations: Tools for Talking When Stakes Are High (2013). It addresses how to proceed when a person who is relied on, such as an employee or a family member, fails to live up to a work assignment or personal commitment, or engages in negative behavior... Purchase this in-depth summary to learn more.

The fifth edition of Professional Issues in Speech-Language Pathology and Audiology is a singularly comprehensive resource for students in speech-language pathology and audiology as they prepare for their professional careers. It also serves as a timely source of information for both practitioners and faculty, serving as an updated "state of the professions" desk reference. The book is divided into four major sections: overview of the professions; employment issues; setting-specific issues; and working productively. The information presented in each section provides the reader with a better understanding and a new perspective on how professional issues have been

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affected by both internal and external influences in recent years including technological advances, demographic shifts, globalization, and economic factors. Chapter authors are recognized subject matter experts, providing a blend of both foundational and cutting-edge information in areas such as evidence-based practice, ethics, finding a job, interprofessional practice, service delivery in healthcare and education, technology, cultural competence, supervision, and leadership. Students reading this book will appreciate how the professions have evolved over time while acquiring a sense of where they are right now as they prepare to enter the professional world. Each of the topics covered in the book will continue to play important roles in the future of audiology and speech-language pathology, providing early career professionals with the requisite knowledge to achieve success in any setting. New to the Fifth Edition: * New coeditor Mark DeRuiter, PhD, MBA, CCC-A, CCC-SLP * 5 new chapters including Professional Accountability (Shelly Chabon and Becky Cornett); Safety in the Workplace (Donna Fisher-Smiley and Cynthia Richburg); Interprofessional Education and Interprofessional Practice (Alex Johnson); Counseling (Michael Flahive); and Advocacy (Tommie Robinson and Janet Deppe) * New authors Tricia Ashby, Bob Augustine, Stacy K. Betz, Janet Deppe, Cathy DeRuiter, Mark DeRuiter, Robin Edge, Susan Felsenfeld, Liza Finestack, Michael Flahive, Carolyn Higdon, Kelly M. Holland, Shirley Huang, Susan Ingram, Marie Ireland, Jeffrey Johnson, Pui Fong Kan, Lemmietta McNeilly, Lissa Power deFur, Gail Richard, Steve Ritch, Lisa Scott, and Tina Veale * Critical thinking

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healthy habits and a passion for a life lived fully. Baker Harrell, PhD ~ CEO, It's Time Texas
Malcolm Gladwell's 2013 bestseller: David and Goliath: Underdogs, misfit and the art of battling giants in traditional Chinese. In Traditional Chinese. Annotation copyright Tsai Fong Books, Inc. Distributed by Tsai Fong Books, Inc.

Recognizing that leaders in healthcare institutions face different questions and issues in different stages of their careers, this handy, practical title offers a comprehensive roadmap and range of solutions to common challenges in the complex and changing Academic Medical Center (AMC) and health care organization. Fully updated from the very well-received first edition and including new chapters, this concise handbook offers a guide for personal career development, executive skill acquisition, and leadership principles, providing real-world, actionable advice for faculty and executives seeking help on a myriad of new issues and situations. With a slightly modified title to recognize that leaders in academic medical centers and health care systems are not limited to medical faculty, this new edition maintains much of the content of the successful first edition with revisions based on feedback from readers and colleagues. New material has been added to reflect what is happening as health care undergoes major transformation. With a broader panel of renowned authors from a mix of healthcare institutions as well as nonmedical experts in leadership and management, the book again meets its primary objective: to provide medical faculty, healthcare executives and other leaders with a contemporary, directly relevant resource that emphasizes practical skills and leadership development advice, including personal improvement, which can be used at any stage of one's career. /div /divWith critical insights and strategies for both aspiring and seasoned academicians and health executives, Management and Leadership Skills for Medical

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Faculty and Healthcare Executives: A Practical Handbook, 2nd Edition is a must-have resource for faculty in AMCs and for anyone with a role in healthcare leadership.

Accountability. We hear the word in almost every environment that we find ourselves a part of today. While the word certainly is a common source of discussion, the definition of the word seems to vary from person to person. Does accountability refer to business performance? Does it refer to financial success? How about personal relationships? What about personal accountability? How can you hold others accountable for their behavior? Is accountability a one-size-fits-all technique that ensures the success of a task? These are the questions that prompted Dr. Larry Little to write *Influence Through Accountability*, the second book in the four-part EAGLE Leadership Series. His approach to accountability stems from his unique understanding of human behavior, starting with personal accountability and expanding to holding others accountable to shared goals. Regardless of the goals and aspirations that you have for your own life or for your organization, accountability is key to being successful. *Influence Through Accountability* will give you the understanding and tools you need to be hold yourself and others accountable to other people, the obligations you have made, and the dreams and goals you have set. You can achieve more by choosing to *Influence Through Accountability*. "Eagle Center for Leadership has brought to me the ability to understand the different personalities of people within our organization and how to alter my approach to bring out the best in them." - Tom Meyer, Plant Manager, PPG Aerospace, Huntsville, AL "I have really enjoyed and benefited from a relationship with ECFL. Dr. Little and his leadership team have been instrumental in helping me to understand the value of investing in EQ and relationship skills for me and my team." - Jonathan Whitcomb, Vice President of Enterprise

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Solutions, Dynetics

Most companies developing software employ something they call "Agile." But there's widespread misunderstanding of what Agile is and how to use it. If you want to improve your software development team's agility, this comprehensive guidebook's clear, concrete, and detailed guidance explains what to do and why, and when to make trade-offs. In this thorough update of the classic Agile how-to guide, James Shore provides no-nonsense advice on Agile adoption, planning, development, delivery, and management taken from over two decades of Agile experience. He brings the latest ideas from Extreme Programming, Scrum, Lean, DevOps, and more into a cohesive whole. Learn how to successfully bring Agile development to your team and organization--or discover why Agile might not be for you. This book explains how to: Improve agility: create the conditions necessary for Agile to succeed and scale in your organization Focus on value: work as a team, understand priorities, provide visibility, and improve continuously Deliver software reliably: share ownership, decrease development costs, evolve designs, and deploy continuously Optimize value: take ownership of product plans, budgets, and experiments--and produce market-leading software

To differentiate instruction is to act on the belief that all kids deserve access to the richest, most compelling learning experiences and to provide the scaffolding they need to seize that opportunity. While a handful of teachers in a school might be using differentiation to great success, it takes a collaborative, schoolwide approach to maximize differentiation's effectiveness and improve outcomes for all students. *Leading for Differentiation* lays out the reflective thinking and action-oriented steps necessary to launch a system of continuous professional learning, culture building, and program assessment that will allow differentiation to

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commitments, or just plain behaved badly--and nobody steps up to the issue. Or they do, but do a lousy job and create a whole new set of problems.

Accountability suffers and new problems spring up. New research demonstrates that these disappointments aren't just irritating, they're costly--sapping organizational performance by twenty to fifty percent and accounting for up to ninety percent of divorces. Crucial Confrontations teaches skills drawn from 10,000 hours of real-life observations to increase confidence in facing issues like: An employee speaks to you in an insulting tone that crosses the line between sarcasm and insubordination. Now what? Your boss just committed you to a deadline you know you can't meet--and not-so-subtly hinted he 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 forty points. Speak now, pay later. An accountant wonders how to step up to a client who is violating the law. Can you spell unemployment? 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 adequately provoked, step up to these confrontations in a way that causes a real ruckus. That we have down pat. Crucial Confrontations teaches

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you how to deal with violated expectations in a way that solves the problem at hand, and doesn't harm the relationship--and in fact, even strengthens it. Crucial Confrontations borrows from twenty years of research involving two groups. More than 25,000 people helped the authors identify those who were most influential during crucial confrontations. They spent 10,000 hours watching these people, documented what they saw, and then trained and tested with more than 300,000 people. Second, they measured the impact of crucial confrontations improvements on organizational and team performance--the results were immediate and sustainable: twenty to fifty percent improvements in measurable performance.

Hold anyone accountable. Master performance discussions. Get RESULTS. 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. PRAISE FOR CRUCIAL ACCOUNTABILITY:

"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,

