



**Crucial Accountability: Tools for Resolving  
Violated Expectations, Broken Commitments, and  
Bad Behavior, Second Edition: Tools for Resolving  
Violated Expectations, ... and Bad Behavior,  
Second Edition AUDIO**

*Kerry Patterson, Joseph Grenny, Ron McMillan, Al Switzler, David Maxfield*

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# Crucial Accountability: Tools for Resolving Violated Expectations, Broken Commitments, and Bad Behavior, Second Edition: Tools for Resolving Violated Expectations, ... and Bad Behavior, Second Edition AUDIO

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