



# Crucial Confrontations: Tools for Resolving Broken Promises, Violated Expectations, and Bad Behavior

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

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The authors of the *New York Times* bestseller *Crucial Conversations* show you how to achieve personal, team, and organizational success by healing broken promises, resolving violated expectations, and influencing good behavior.

Discover skills to resolve touchy, controversial, and complex issues at work and at home--now available in this follow-up to the internationally popular *Crucial Conversations*.

Behind the problems that routinely plague organizations and families, you'll find individuals who are either unwilling or unable to deal with failed promises. Others have broken rules, missed deadlines, failed to live up to 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 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.

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**Curtis Dugan:**

In this 21st millennium, people become competitive in each way. By being competitive at this point, people have to do something to make all of them survive, being in the middle of often the crowded place and notice by surrounding. One thing that occasionally many people have underestimated this for a while is reading. That's why, by reading a publication your ability to survive increase then having chance to endure than other is high. To suit your needs who want to start reading a new book, we give you this specific Crucial Confrontations: Tools for Resolving Broken Promises, Violated Expectations, and Bad Behavior book as starter and daily reading book. Why, because this book is more than just a book.

**Carole Garner:**

A lot of people always spent all their free time to vacation as well as go to the outside with them loved ones or their friend. Were you aware? Many a lot of people spent many people free time just watching TV, or even playing video games all day long. If you wish to try to find a new activity that is look different you can read a new book. It is really fun for you personally. If you enjoy the book that you simply read you can spent all day long to reading a publication. The book Crucial Confrontations: Tools for Resolving Broken Promises, Violated Expectations, and Bad Behavior it is rather good to read. There are a lot of individuals who recommended this book. These were enjoying reading this book. In the event you did not have enough space to develop this book you can buy the e-book. You can more quickly to read this book from your smart phone. The price is not very costly but this book possesses high quality.

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The book untitled Crucial Confrontations: Tools for Resolving Broken Promises, Violated Expectations, and Bad Behavior contain a lot of information on the idea. The writer explains your ex idea with easy way. The language is very easy to understand all the people, so do definitely not worry, you can easy to read the idea. The book was written by famous author. The author provides you in the new time of literary works. It is possible to read this book because you can read on your smart phone, or model, so you can read the book inside anywhere and anytime. If you want to buy the e-book, you can open up their official web-site and also order it. Have a nice read.

**Ella Straw:**

With this era which is the greater particular person or who has ability in doing something more are more important than other. Do you want to become one among it? It is just simple solution to have that. What you have to do is just spending your time little but quite enough to experience a look at some books. One of many books in the top list in your reading list is definitely Crucial Confrontations: Tools for Resolving Broken Promises, Violated Expectations, and Bad Behavior. This book that is certainly qualified as The Hungry Hillsides can get you closer in turning into precious person. By looking upward and review this

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