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Introduction. Kerry Patterson, Joseph
Grenny, David Maxfield, Ron Mcillan, and
AJ Switzler are the leaders of
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relief or do you start biting your nails?
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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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