

# **Crucial Confrontations: Tools For Resolving Broken Promises, Violated Expectations, And Bad Behavior By Kerry Patterson;Joseph Grenny;Al Switzler**

**By Kerry Patterson;Joseph Grenny;Al Switzler**

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Kerry Patterson, Joseph Grenny, Ron McMillan, and Al Switzler are top international corporate consultants and cofounders of Vitality Alliance, Inc., and VitalSmarts

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