



Crucial accountability : tools for resolving violated expectations, broken commitments and bad behavior

<https://libcat.nshealth.ca/en/permalink/provcat26049>

Call Number: BF 637 .I48 P317 2013
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Responsibility: Kerry Patterson, Joseph Grenny, David Maxfield ... [et al.]
Edition: 2nd ed.
Place of Publication: New York, NY
Publisher: McGraw-Hill Education
Date of Publication: c2013
Physical Description: 1 online resource, 275 p.
ISBN: 9780071829311
Subjects (MeSH): Communication
Conflict (Psychology)
Employee Discipline
Negotiating
Format: Book
Location: Halifax Infirmary
Dickson Building
Nova Scotia Hospital
Copies: 4
Loan Period: 3 weeks