

# Crucial Accountability Workbook

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## DECKER KADENCE

*The Story of How We Recovered from Our Eating Disorders* Oxford University Press

The lack of personal accountability is a problem that has resulted in an epidemic of blame, victim thinking, complaining, and procrastination. No organization—or individual—can successfully compete in the marketplace, achieve goals and objectives, provide outstanding service, engage in exceptional teamwork, or develop people without personal accountability. John G. Miller believes that the troubles that plague organizations cannot be solved by pointing fingers and blaming others. Rather, the real solutions are found when each of us recognizes the power of personal accountability. In QBQ! The Question Behind the Question®, Miller explains how negative, ill-focused questions like “Why do we have to go through all this change?” and “Who dropped the ball?” represent a lack of personal accountability. Conversely, when we ask better questions—QBQs—such as “What can I do to contribute?” or “How can I help solve the problem?” our lives and our organizations are transformed. THE QBQ! PROMISE This remarkable and timely book provides a practical method for putting personal accountability into daily actions, with astonishing results: problems are solved, internal barriers come down, service improves, teams thrive, and people adapt to change more quickly. QBQ! is an invaluable resource for anyone seeking to learn, grow, and change. Using this tool, each of us can add tremendous worth to our organizations and to our lives by eliminating blame, victim-thinking, and procrastination. QBQ! was written more than a decade ago and has helped countless readers practice personal accountability at work and at home. This

version features a new foreword, revisions and new material throughout, and a section of FAQs that the author has received over the years.

*A True Story of Turning Followers into Leaders* "O'Reilly Media, Inc."

Crucial Accountability: Tools for Resolving Violated Expectations, Broken Commitments, and Bad Behavior, Second Edition (Paperback) McGraw-Hill Professional

**Hostage at the Table** Harmony

How can you build unshakable confidence and resilience in a world still filled with ignorance, inequality, and discrimination? The Queer and Transgender Resilience Workbook will teach you how to challenge internalized negative messages, handle stress, build a community of support, and embrace your true self. Resilience is a key ingredient for psychological health and wellness. It's what gives people the psychological strength to cope with everyday stress, as well as major setbacks. For many people, stressful events may include job loss, financial problems, illness, natural disasters, medical emergencies, divorce, or the death of a loved one. But if you are queer or gender non-conforming, life stresses may also include discrimination in housing and health care, employment barriers, homelessness, family rejection, physical attacks or threats, and general unfair treatment and oppression—all of which lead to overwhelming feelings of hopelessness and powerlessness. So, how can you gain resilience in a society that is so often toxic and unwelcoming? In this important workbook, you'll discover how to cultivate the key components of resilience: holding a positive view of yourself and your abilities; knowing your worth and cultivating a strong sense of self-esteem; effectively utilizing resources; being assertive and creating a support community; fostering hope and growth within yourself, and finding the strength to help others. Once you know

how to tap into your personal resilience, you'll have an unlimited well you can draw from to navigate everyday challenges. By learning to challenge internalized negative messages and remove obstacles from your life, you can build the resilience you need to embrace your truest self in an imperfect world.

*How a Few Companies Make It... and Why the Rest Don't* Penguin 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. *A Field Guide for Leaders, Managers, and Facilitators* Routledge What if that dream that you hold in your mind was actually possible? As Napoleon Hill wrote, a goal is a dream with a deadline, but having a deadline is merely the beginning. How do you ensure that you actually achieve your goal? After all, 92% of people who set New Year's Resolutions don't stick to them. In this book you'll learn the exact blueprint to achieve all the goals and dreams you're most excited about More specifically you'll learn: How to set goals fully aligned with your personal values to build lasting motivation and unstoppable enthusiasm The blueprint to develop an unbeatable mindset and achieve insanely demanding goals The Bullet-Proof Timeframe to boost your perseverance The Mastery Mindset and its 5 Commandments so that you can achieve any future goal in any area of your life The Psychology of Expertise to shorten your learning curve and position yourself as an expert faster than you thought possible And much much more! You'll also get: A free downloadable workbook to ensure you take action toward your goal A free series of 10 videos to guide you through the process and build accountability Other additional resources to further help you with your goal If you ever failed to achieve your goals in the past, *The One Goal* will provide you with the exact blueprint you need to achieve any goal for the rest of

your life. So, if you want more from life, don't wait, click the BUY button and grab your copy of *The One Goal* now. *The Five Dysfunctions of a Team* McGraw Hill Professional NEW YORK TIMES BESTSELLER • The author of *The Happiness Project* and "a force for real change" (Brené Brown) examines how changing our habits can change our lives. "If anyone can help us stop procrastinating, start exercising, or get organized, it's Gretchen Rubin. The happiness guru takes a sledgehammer to old-fashioned notions about change."—Parade Most of us have a habit we'd like to change, and there's no shortage of expert advice. But as we all know from tough experience, no magic, one-size-fits-all solution exists. It takes work to make a habit, but once that habit is set, we can harness the energy of habits to build happier, stronger, more productive lives. In *Better Than Before*, acclaimed writer Gretchen Rubin identifies every approach that actually works. She presents a practical, concrete framework to allow readers to understand their habits—and to change them for good. Infused with Rubin's compelling voice, rigorous research, and easy humor, and packed with vivid stories of lives transformed, *Better Than Before* explains the (sometimes counterintuitive) core principles of habit formation and answers the most perplexing questions about habits: • Why do we find it tough to create a habit for something we love to do? • How can we keep our healthy habits when we're surrounded by temptations? • How can we help someone else change a habit? Rubin reveals the true secret to habit change: first, we must know ourselves. When we shape our habits to suit ourselves, we can find success—even if we've failed before. Whether you want to eat more healthfully, stop checking devices, or finish a project, the invaluable ideas in *Better Than Before* will start you working on your own habits—even before you've finished the book. *Leadership Isn't For Cowards* Penguin The newest addition to *Partners In Leadership's* accountability series that began with the classic *The Oz Principle*. *The Oz Principle* has sold more than a million copies since it debuted in 1994, establishing it as the go-to reference on workplace accountability throughout the world. By embracing its practical and invaluable advice, tens of thousands of companies have improved their organizational accountability -- the key to achieving and sustaining exceptional results. Now, the team at *Partners In Leadership* is applying thirty years of proven success

to a whole new concept: *Propeller*. This book presents a modern take on accountability, while remaining faithful to the elegantly simple premise: When people take personal ownership of their organization's priorities and accept responsibility for their own performance, they become more engaged and perform at a higher level. With all new examples and stories, *Propeller* builds on the *The Oz Principle's* legacy to inspire the next generation of readers to tap the incredible power of personal, team, and organizational accountability. *Scaling Up* Berrett-Koehler Publishers Do you ever feel like you aren't living your fullest at work? Or that you have to pretend to be someone else just to be successful? Adam Weber has made it his life's mission to help people become their best selves and discover how their careers can become the answer to their purpose. As a thought leader on people solutions, he shows leaders how to get the best out of their staff and he's seen how, when employees bring their full selves to work, they unleash their true potential and do great things--both for themselves and for the organizations that employ them. How? Through a new approach to leadership that requires businesspeople to be authentic, to be vulnerable, to be themselves--to be human. In *Lead Like a Human*, Adam shares his unique perspective on leadership as well as practical tips on building and leading engaged teams of empowered employees. From creating an enduring culture to using data to pinpoint your organization's toughest problems, you'll learn how to engage your people in a way that drives innovation and real business growth. When you lead like a human, you unlock the potential in yourself and in your people, allowing everyone to do impactful work that is challenging, captivating, and, ultimately, inspiring. Crown Hold anyone accountable. Master performance discussions. Get RESULTS. Broken promises, missed deadlines, poor behavior--they don't just make others' lives miserable; they can sap up to 50 percent of organizational performance and account for the vast majority of divorces. *Crucial Accountability* offers the tools for improving relationships in the workplace and in life and for resolving all these problems--permanently. PRAISE FOR CRUCIAL ACCOUNTABILITY: "Revolutionary ideas ... opportunities for breakthrough ..." -- Stephen R. Covey, author of *The 7 Habits of Highly Effective People* "Unleash the true potential of a

relationship or organization and move it to the next level." -- Ken Blanchard, coauthor of *The One Minute Manager* "The most recommended and most effective resource in my library." -- Stacey Allerton Firth, Vice President, Human Resources, Ford of Canada "Brilliant strategies for those difficult discussions at home and in the workplace." -- Soledad O'Brien, CNN news anchor and producer "This book is the real deal.... Read it, underline it, learn from it. It's a gem." -- Mike Murray, VP Human Resources and Administration (retired), Microsoft  
[Escape 9-5, Live Anywhere, and Join the New Rich](#) John Wiley & Sons

The overwhelming majority of a software system's lifespan is spent in use, not in design or implementation. So, why does conventional wisdom insist that software engineers focus primarily on the design and development of large-scale computing systems? In this collection of essays and articles, key members of Google's Site Reliability Team explain how and why their commitment to the entire lifecycle has enabled the company to successfully build, deploy, monitor, and maintain some of the largest software systems in the world. You'll learn the principles and practices that enable Google engineers to make systems more scalable, reliable, and efficient—lessons directly applicable to your organization. This book is divided into four sections: Introduction—Learn what site reliability engineering is and why it differs from conventional IT industry practices Principles—Examine the patterns, behaviors, and areas of concern that influence the work of a site reliability engineer (SRE) Practices—Understand the theory and practice of an SRE's day-to-day work: building and operating large distributed computing systems Management—Explore Google's best practices for training, communication, and meetings that your organization can use

[Overcome Impostor Syndrome, Beat Self-Doubt, and Succeed in Life](#) Random House

Keep your cool and get the results you want when faced with crucial conversations. This New York Times bestseller and business classic has been fully updated for a world where skilled communication is more important than ever. The book that revolutionized business communications has been updated for today's workplace. *Crucial Conversations* provides powerful skills to ensure every conversation—especially difficult ones—leads to

the results you want. Written in an engaging and witty style, the book teaches readers how to be persuasive rather than abrasive, how to get back to productive dialogue when others blow up or clam up, and it offers powerful skills for mastering high-stakes conversations, regardless of the topic or person. This new edition addresses issues that have arisen in recent years. You'll learn how to: Respond when someone initiates a crucial conversation with you Identify and address the lag time between identifying a problem and discussing it Communicate more effectively across digital mediums When stakes are high, opinions vary, and emotions run strong, you have three choices: Avoid a crucial conversation and suffer the consequences; handle the conversation poorly and suffer the consequences; or apply the lessons and strategies of *Crucial Conversations* and improve relationships and results. Whether they take place at work or at home, with your coworkers or your spouse, crucial conversations have a profound impact on your career, your happiness, and your future. With the skills you learn in this book, you'll never have to worry about the outcome of a crucial conversation again.  
[The Queer and Transgender Resilience Workbook](#) Penguin  
 Winner of the International Book Awards for General Business Winner of the Readers' Favorite International Book Award for Non-Fiction Business It's been over a decade since Verne Harnish's best-selling book *Mastering the Rockefeller Habits* was first released. *Scaling Up (Rockefeller Habits 2.0)* is the first major revision of this business classic which details practical tools and techniques for building an industry-dominating business. This book is written so everyone -- from frontline employees to senior executives -- can get aligned in contributing to the growth of a firm. *Scaling Up* focuses on the four major decision areas every company must get right: People, Strategy, Execution, and Cash. The book includes a series of new one-page tools including the updated One-Page Strategic Plan and the Rockefeller Habits Checklist™, which more than 40,000 firms around the globe have used to scale their companies successfully -- many to \$10 million, \$100 million, and \$1 billion and beyond - while enjoying the climb!

**The Indispensable Personality Profiles That Reveal How to Make Your Life Better (and Other People's Lives Better, Too)** John Wiley & Sons

"My Fabulous First Book" is a workbook companion to "Your

Fabulous First Book." It's a valuable tool to guide authors along the path of writing and publishing their first book. It begins with an overview of the book writing journey, assesses the author's readiness to begin, and captures a publishing vision the author can use to stay on track. Each chapter parallels one in "Your Fabulous First Book" by summarizing the key points for quick and easy reference. That's followed by questions, work sheets, and note-taking sheets that enable the author to actively work through each section. In doing so, the author will end up with a personal guide to use as a roadmap to writing their first book. Although the focus is writing one's first book, this workbook will still be valuable for writing subsequent books. The goal is to prepare new authors to navigate the book writing journey successfully by being ready to move forward with clarity, confidence and connection.

[Better Than Before](#) John Wiley & Sons

Offers techniques and strategies for increasing income while cutting work time in half, and includes advice for leading a more fulfilling life.

[How to Discuss what Matters Most](#) McGraw Hill Professional  
 A Wall Street Journal and Publishers Weekly Bestseller Lift your leadership to new heights Doug Conant, Founder of ConantLeadership, former CEO of Campbell Soup Company, and former President of Nabisco Foods, shares transformational insights in his new book, *The Blueprint*. Conant is the only former Fortune 500 CEO who is a New York Times bestselling author, a top 50 Leadership Innovator, a Top 100 Leadership Speaker, and a Top 100 Most Influential Author in the World. Get Unstuck In 1984, Doug Conant was fired without warning and with barely an explanation. He felt hopeless and stuck but, surprisingly, this defeating turn of events turned out to be the best thing that ever happened to him. Doug began to consider what might be holding him back from realizing his potential, fulfilling his dreams, and making a bigger impact on the world around him. Embarking on a journey of self-reflection and discovery, he forged a path to revolutionize his leadership and transform his career trajectory. Ultimately, Doug was able to condense his remarkable leadership story into six practical steps. It wasn't until Doug worked through these six steps that he was able to lift his leadership to heights that ultimately brought him career success, joy, and fulfillment.  
 Reach High - Envision Dig Deep - Reflect Lay the Groundwork -

Study Design - Plan Build - Practice Reinforce - Improve In The Blueprint, part leadership manifesto, part practical manual, Doug teaches leaders how to work through the same six steps that he used to transform his journey. The six steps are manageable and incremental, designed to fit practically within the pace of busy modern life. Knowing how daunting the prospect of change can be, Doug arms readers with exercises and practices to realistically bring their foundation to life in every situation. Now, today's leaders who feel stuck and overwhelmed finally have a blueprint for lifting their leadership to make meaningful change in their organizations and in the world.

**The One Goal** Simon and Schuster

Eating Disorders Anonymous: The Story of How We Recovered from Our Eating Disorders presents the accumulated experience, strength, and hope of many who have followed a Twelve-Step approach to recover from their eating disorders. Eating Disorders Anonymous (EDA), founded by sober members of Alcoholics Anonymous (AA), have produced a work that emulates the "Big Book" in style and substance. EDA respects the pioneering work of AA while expanding its Twelve-Step message of hope to include those who are religious or seek a spiritual solution, and for those who are not and may be more comfortable substituting "higher purpose" for the traditional "Higher Power." Further, the EDA approach embraces the development and maintenance of balance and perspective, rather than abstinence, as the goal of recovery. Initial chapters provide clear directions on how to establish a foothold in recovery by offering one of the founder's story of hope, and collective voices tell why EDA is suitable for readers with any type of problem eating, including: anorexia nervosa, bulimia, binge eating, emotional eating, and orthorexia. The text then explains how to use the Twelve Steps to develop a durable and resilient way of thinking and acting that is free of eating disordered thoughts and behaviors, including how to pay it forward so that others might have hope of recovery. In the second half of the text, individual contributors share their experiences, describing what it was like to have an eating disorder, what happened that enabled them to make a start in recovery, and what it is like to be in recovery. Like the "Big Book," these stories are in three sections: Pioneers of EDA, They Stopped in Time, and They Lost Nearly All. Readers using the Twelve Steps to recover from other issues will find the process consistent and reinforcing

of their experiences, yet the EDA approach offers novel ideas and specific guidance for those struggling with food, weight and body image issues. Letters of support from three, highly-regarded medical professionals and two, well-known recovery advocates offer reassurance that EDA's approach is consistent with that supported by medical research and standards in the field of eating disorders treatment. Intended as standard reading for members who participate in EDA groups throughout the world, this book is accessible and appropriate for anyone who wants to recover from an eating disorder or from issues related to food, weight, and body image.

**What I Learned About Making and Breaking Habits--to Sleep More, Quit Sugar, Procrastinate Less, and Generally Build a Happier Life** McGraw Hill Professional

Becoming a partner in a professional services firm is for many ambitious fee-earners the ultimate goal. But in this challenging industry, with long hours, high pressure and even higher expectations, how do you stand out from the crowd? How do you build the most effective relationships? And how do you find the time to do all of this and still have a fulfilling personal life? Now in its third edition, *How to Make Partner and Still Have a Life* equips individuals at the start of their career through to partner with the skills needed to reach and succeed at the leadership level. *How to Make Partner and Still Have a Life* details the expectations and realities of being a partner and outlines how you can continue to achieve once you have obtained the much-coveted role. This edition is updated with guidance on developing the right mindset for success and the importance of mentoring and sponsorship. There is a specific focus on women and BAME professionals and the challenges faced by individuals coming from non-traditional or under-represented backgrounds. Heather Townsend and Jo Larbie provide a guide to help you tackle common obstacles and work smarter - not harder - to reach the top. Start your journey to partnership and still have the time for a life outside of work.

**Dare to Lead** Chronicle Books

Becoming the Very Best First-Time Leader Congratulations! You're now in charge. Perhaps it's your first time as a leader, or maybe you want to fine-tune your skills. Either way, you've begun one of the most rewarding chapters of your career. But, like many beginnings, the first few years can be challenging. Fortunately, you don't have to tackle this challenge on your own. Your First

Leadership Job gives you practical advice straight from others who have walked in your shoes. Not only does it include dozens of tools to ensure your success, but it's also based on the authors' and DDI's extensive experience and research, which ultimately has led to the development of millions of leaders around the world. In fact, a quarter-million leaders will be developed this year alone via DDI training. Your First Leadership Job is divided into two sections. Part 1 introduces the concept of catalyst leader—one who sparks energy, passion, and commitment in others. Your transition to catalyst leader is a major step in your leadership journey. This book provides essential tips to put you on the catalyst path. Ultimately, leadership is about the many conversations—frequent, clear, authentic, and occasionally difficult—that you will have daily. Your First Leadership Job builds awareness of the fundamental skills you'll come to rely on to make every one of these interactions successful. Part 2 devotes 13 chapters to critical core leadership competencies, including coaching for success, hiring the best employees, turning dreaded appraisals into discussions that propel performance, and handling difficult employees. It also includes a chapter for first-time female leaders. Look at Your First Leadership Job as an indispensable companion to becoming an awesome leader—one who will make a positive, lasting impact on your team, family, and career. Visit [www.yourfirstleadershipjob.com](http://www.yourfirstleadershipjob.com) to learn more.

**Participant Workbook** Penguin Group USA

10TH ANNIVERSARY EDITION, REVISED AND UPDATED In this new edition of their classic business fable, Ken Blanchard and Mark Miller get at the heart of what makes a leader successful. Newly promoted but struggling young executive Debbie Brewster asks her mentor the one question she desperately needs answered: "What is the secret of great leaders?" His reply—"great leaders serve"—flummoxes her, but over time he reveals the five fundamental ways that leaders succeed through service. Along the way she learns: • Why great leaders seem preoccupied with the future • How people on the team ultimately determine your success or failure • What three arenas require continuous improvement • Why true success in leadership has two essential components • How to knowingly strengthen—or unwittingly destroy—leadership credibility The tenth anniversary edition includes a leadership self-assessment so readers can measure to what extent they lead by serving and where they can improve.

The authors also have added answers to the most frequently asked questions about how to apply the SERVE model in the real world. As practical as it is uplifting, *The Secret* shares Blanchard's and Miller's wisdom about leadership in a form that anyone can easily understand and implement. This book will benefit not only those who read it but also the people who look to them for guidance and the organizations they serve.

**The 8th Habit** Ulysses Press

CHANGE YOUR COMPANY. CHANGE THE LIVES OF OTHERS. CHANGE THE WORLD. An INFLUENCER leads change. An INFLUENCER replaces bad behaviors with powerful new skills. An INFLUENCER makes things happen. This is what it takes to be an INFLUENCER. Whether you're a CEO, a parent, or merely a person who wants to make a difference, you probably wish you had more influence with the people in your life. But most of us stop trying to make change happen because we believe it is too difficult, if not impossible. We learn to cope rather than learning to influence. From the bestselling authors who taught the world how to have *Crucial Conversations* comes the new edition of *Influencer*, a

thought-provoking book that combines the remarkable insights of behavioral scientists and business leaders with the astonishing stories of high-powered influencers from all walks of life. You'll be taught each and every step of the influence process--including robust strategies for making change inevitable in your personal life, your business, and your world. You'll learn how to: Identify high-leverage behaviors that lead to rapid and profound change Apply strategies for changing both thoughts and actions Marshal six sources of influence to make change inevitable *Influencer* takes you on a fascinating journey from San Francisco to Thailand to South Africa, where you'll see how seemingly "insignificant" people are making incredibly significant improvements in solving problems others would think impossible. You'll learn how savvy folks make change not only achievable and sustainable, but inevitable. You'll discover breakthrough ways of changing the key behaviors that lead to greater safety, productivity, quality, and customer service. No matter who you are or what you do, you'll never learn a more valuable or important set of principles and skills. Once you tap into the power of influence, you can reach out and help others work smarter, grow faster, live, look, and feel

better--and even save lives. The sky is the limit . . . for an *Influencer*. PRAISE FOR INFLUENCER: "AN INSTANT CLASSIC! Whether you're leading change or changing your life, this book delivers." -- Stephen R. Covey, author of *The 7 Habits of Highly Effective People* "Ideas can change the world—but only when coupled with influence--the ability to change hearts, minds, and behavior. This book provides a practical approach to lead change and empower us all to make a difference." -- Muhammad Yunus, Nobel Peace Prize Winner "Influencing human behavior is one of the most difficult challenges faced by leaders. This book provides powerful insight into how to make behavior change that will last." -- Sidney Taurel, Chairman and Chief Executive Officer, Eli Lilly and Company "If you are truly motivated to make productive changes in your life, don't put down this book until you reach the last page. Whether dealing with a recalcitrant teen, doggedly resistant coworkers, or a personal frustration that 'no one ever wants to hear my view,' *Influencer* can help guide you in making the changes that put you in the driver's seat." -- Deborah Norville, anchor of *Inside Edition* and bestselling author