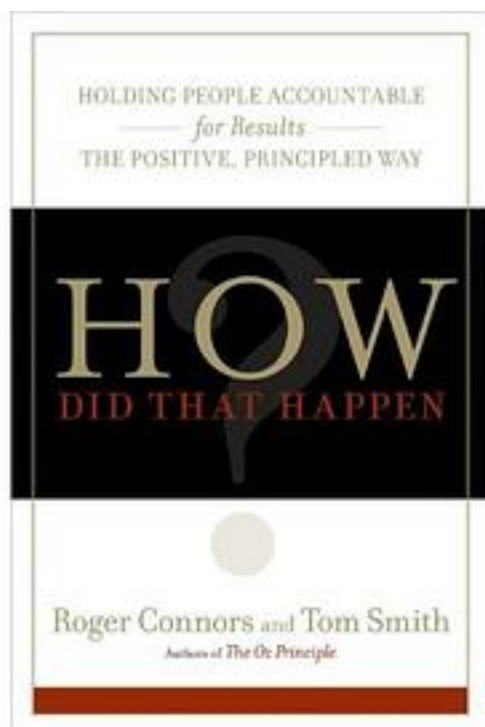


How Did That Happen?



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The authors of the bestsellers *The Oz Principle* and *Journey to the Emerald City* present the third book in their accountability trilogy, in which they clearly explain how to hold others accountable for results utilizing their patented model of communicating expectations, along with a number of other practical tools that are easily remembered and applied.

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