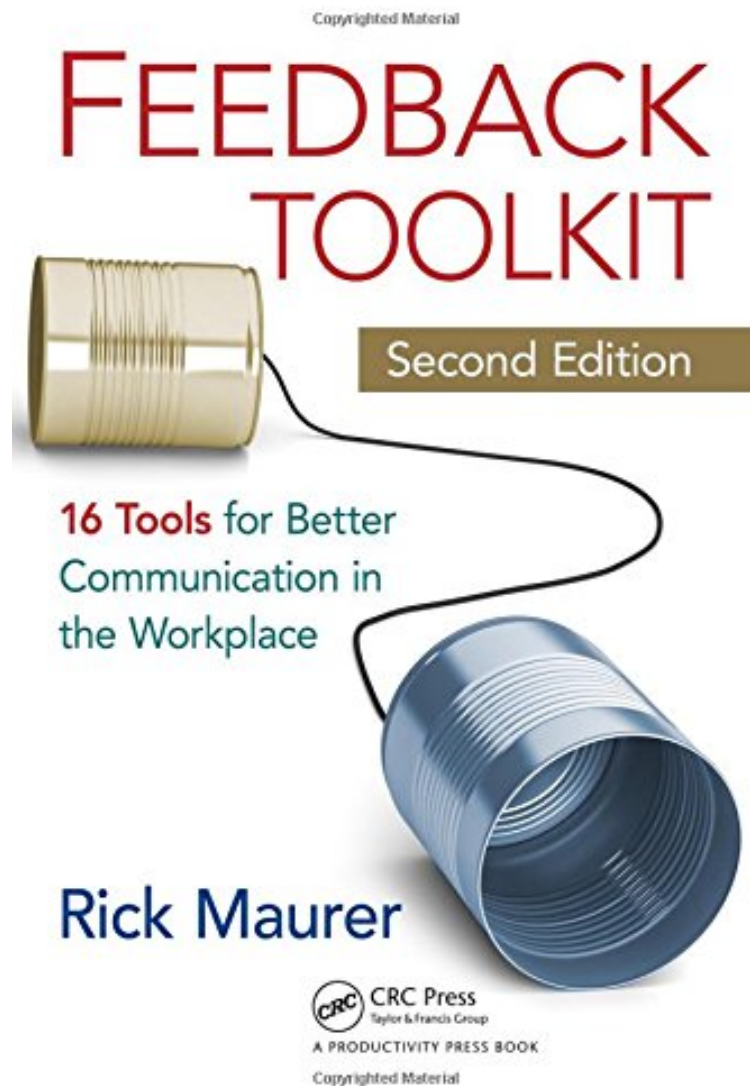


Feedback Toolkit: 16 Tools for Better Communication in the Workplace, Second Edition

Rick Maurer

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I can't recommend this book strongly enough. It's short and to the point. Tons of great tips for giving AND receiving feedback, and the tools work beyond the regular performance appraisal, in everyday interactions.

Written by a noted authority in leadership and change management, the second edition of this popular toolkit provides expert guidance on using feedback as a performance improvement tool. Describing best practices, it supplies the understanding required to effectively give and receive feedback across a wide range of work situations, including for one-on-one and group use. *The Feedback Toolkit: 16 Tools for Better Communication in the Workplace, Second Edition* makes the feedback process easy to understand with a detailed six-step framework. It covers specific feedback tools and illustrates approaches for applying them in a variety of management scenarios including situations where giving feedback feels more like giving an acid bath. The author explains how a team can learn from its mistakes and how the simple exercise of exchanging expectations with one another can help everyone refocus on ways that support effective teamwork. Covering the latest developments, this updated edition supplies new techniques for addressing resistance to change and for maintaining positive dialogue during the performance evaluation process. Whether you're in a corporate office, or operating a piece of heavy equipment on the shop floor, this book provides the tools needed to facilitate feedback, improve communication, and boost performance in your work environment. Praise for the Bestselling First Edition: ... a well-organized guide for creating open and honest communication in the workplace. This clearly written book is like having your own personal coach assisting you with techniques that foster productive interactions.
Nedra Weinstein, Principal, Arden Consulting

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About the Author
Rick Maurer is an advisor to leaders in large organizations on ways to plan and implement change successfully. He finds that leaders who can give feedback clearly and directly and receive feedback openly and with interest tend to lead change more effectively. Many organizations have applied Rick's unique approach to leading change, including the Washington Post, Lockheed Martin, Deloitte Consulting, American Management Systems, AARP, Tulane University Hospital and Clinic, Bell Atlantic (Verizon), FAA, Mount Sinai NYU Medical Center, Charles Schwab, Sandia National Labs, Urban Library Institute, National GeoSpatial Intelligence Agency, the District of Columbia Public Schools, the International Monetary Fund, and many other corporations, nonprofits, and federal and local agencies. His opinion has been sought by the Wall Street Journal, Fortune, NBC Nightly News, CNBC, the Washington Post, the New York Times, The Economist, USA Today, Industry Week, Fast Company, and Investors' Business Daily. In addition to consulting and speaking, Rick teaches at the Gestalt Institute of Cleveland. He is the author of many books on leadership and change, including *Beyond the Wall of Resistance*, *Why Don't You Want What I Want?* and *The Change without Migraines Formula*. For more information about his work visit www.rickmaurer.com and www.changemanagementnews.com(blog).