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

Rick Maurer

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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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