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Feedback Pocketbook

By Mike Pezet

Management Pocketbooks. Paperback. Book Condition: new. BRAND NEW, Feedback Pocketbook, Mike Pezet, Lack of feedback and coaching to aid development is the third most cited reason for resignations at work. 'Netgeners' with their reliance on social networking and instant messaging have added even greater impetus to the need for performance feedback. Feedback is integral to learning: it helps to develop skills, knowledge and confidence, and reinforces desired behaviours. It can reassure and thus reduce anxiety; and it can help people see the 'bigger picture', leading to greater alignment with organisational goals and needs. "The Feedback Pocketbook" encourages managers (and trainers) to use informal, formal and generative feedback as part of their day-to-day approach to motivating, managing and developing people. It explains how to construct and deliver feedback, and demonstrates how to use the underlying dynamics (explicit and implicit) to secure feedback acceptance.



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