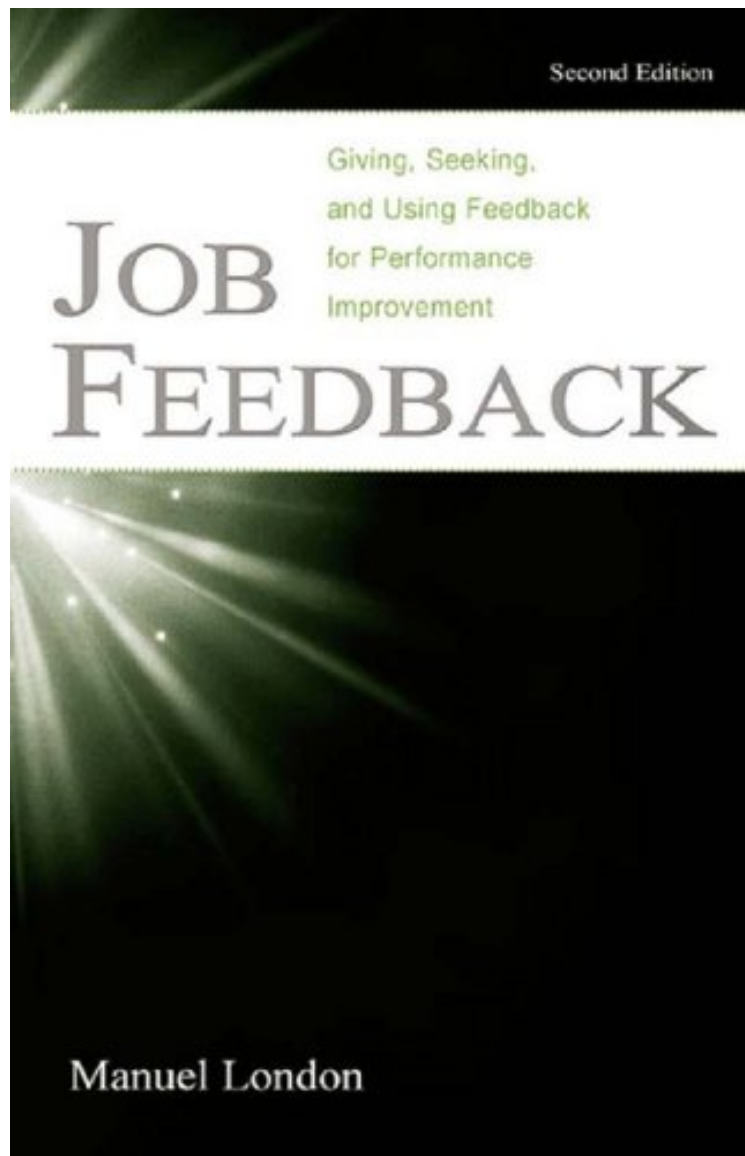


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## **Job Feedback: Giving, Seeking, and Using Feedback for Performance Improvement (Applied Psychology Series)**

*Manuel London*

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timely manner. However, I found the book to be a bit boring. I am a graduate student and this book was a requirement, not useful at all. 8 of 8 people found the following review helpful. Just about Feedback By A Customer Finally, a book devoted to just feedback! It's about time. London's book describes the characteristics of feedback, sources of feedback, giving feedback, using feedback and way to enhance the effectiveness of feedback. London uses a model to help you understand how the content and process you use can effect of the feedback delivered and the reaction you will get from the recipient. There is also indepth information regarding how people process information (which we know effects the message) and how to be prepared for different responses you may incounter. There is informaiton on performance appraisals and how to turn that process from montitoring/judgement to employee developer and coach. This book also discussed organizational culture and it's effects on feedback. If you get one book that covers all aspects of feedback - this is the one! Every manager/leader of people and teams needs this book.

This book demonstrates how managers can be more effective in gathering and processing performance information about subordinates, making ratings on performance appraisals and multisource feedback surveys, and feeding back this information in a way that is nonthreatening and leads to productive changes in behavior. It also shows how employees can gather, accept, and use meaningful performance information from appraisals, surveys, and informal discussions to change their own behavior. In doing so, the volume suggests how human resource practitioners and training professionals can help managers give and use feedback more effectively. Five years have elapsed since the first edition of Job Feedback was published. This revision covers the following updates in the field: \*new theory and research on organizational performance management; \*new methods for linking strategic planning with individual goal setting and development; \*the emergence of globalization and cross-cultural factors affecting performance evaluations and the use of technology to collect performance data; and \*new chapters on person perception, multisource feedback, team feedback, and feedback in multicultural organizations.