

Get Free Perfect Phrases For  
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# Perfect Phrases For Performance Reviews 2/E (Perfect Phrases Series)

GREAT PLAYS START WITH  
EVEN GREATER WORDS  
Effectively communicating key  
ideas can be all that separates  
victory from defeat Perfect  
Phrases for Coaches arms you  
with winning phrases for  
dealing with any team-on and  
off the field-without reverting  
to the same old clichés heard  
a million times. Whether it's  
the first day of practice or the  
final moments of the big game,

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regardless of the sport being played, every coach must address his or her team and staff clearly to get their attention and to get results. Author Ralph Pim covers the common situations experienced by all coaches- from motivation and discipline to preseason expectations, from skill development to handling pressure and dealing with parents. Ideal for any situation, Perfect Phrases for Coaches gives you the right words at the right time. Perfect Phrases for Coaches includes The must-have coaching characteristics you need to

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gain respect from your team  
Scripted conversations for a  
range of situations from  
discipline talks to banquet  
speeches A chapter called  
"Impact Words from A to  
Z"-compelling words that add  
power to what you are going to  
say to your team

Each chapter in this book  
follows a clear format: a key  
statistic from the surveys; a  
story about the problem; an  
analysis of the problem; the  
underlying psychology; and,  
recommended solutions.

THE RIGHT PHRASE FOR  
EVERY SITUATION . . . EVERY  
TIME Perfect Phrases for

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### Coaching Employee

Performance gives you the language to empower, engage, and develop your employees.

Filled with hundreds of words and phrases you can use in virtually every coaching

situation, this go-to guide provides everything you need for: Onboarding and training

Conducting performance reviews Setting employee goals Coaching high and low

performers Creating powerful teams Building strong relationships

What to say in today's toughest workplace situations Whatever trust

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previously existed between employer and employee has been torn into millions of pink slips, thanks to the latest recession. As a result, the rules for how managers and employees can successfully communicate have been irrevocably changed. Whether you're a manager or employee, "Workscripts" explains what to say in life's toughest situations at work, including: -  
Negotiating severance-  
Performance reviews-  
Responding to a pay cut-  
Asking for a raise or promotion- Terminating a friend- Job interviews- Dealing

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with difficult bosses- And  
many more

Ask a Manager

Perfect Phrases for High-  
Stakes Conversations

Effective Phrases for  
Performance Appraisals

Perfect Phrases for  
Documenting Employee

Performance Problems

Performance Appraisal Phrase  
Book

Perfect Phrases for  
Performance Reviews (EBOOK  
BUNDLE)

Perfect Phrases for  
Performance Reviews

***The Right Phrase for Every  
Situation . . . Every Time***

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*Communication is the single most important skill for excelling as a manager. What you say and how you say it sets the tone for your department and your entire organization. Perfect Phrases for Managers and Supervisors, second edition, has been completely revised to help you communicate in today's workplace, where collaboration, cooperation, and personalization are critical to building an efficient, productive work environment. Learn the*

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*most effective language  
for: Setting a tone of  
mutual trust and respect  
Dealing with difficult  
employees and delicate  
problems Conducting  
interviews and performance  
reviews Empowering your  
people Disciplining  
workers or terminating  
employment  
Tools for pleasing even  
the most demanding  
customers A satisfied  
customer is a loyal  
customer, and in today's  
supercompetitive business  
economy few things are as  
crucial to a company's  
bottom line as the quality*

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*of its customer service.  
This latest title in the  
popular Perfect Phrases  
series is just the thing  
for customer service  
employees and those who  
train and manage them.  
Perfect Phrases for  
Customer Service gets you  
quickly up and running  
with everything you need  
to keep customers happy  
and loyal, including:  
Clear explanations of the  
reasons for difficult  
customer behaviors Proven  
tools and techniques for  
successfully handling even  
the most cantankerous  
customers 101 dialogues*

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*and scripts organized according to types of difficult behaviors, usable as is or as part of a training program, and easily tailored to any industry and company culture For more information, visit [www.customerservicezone.com](http://www.customerservicezone.com)*

**THE RIGHT PHRASE FOR EVERY SITUATION . . . EVERY TIME**

*The ability to craft an employee review that is meaningful and change-driven is what separates average supervisors from great managers. How often, though, have you struggled to find the most*

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*appropriate words for your needs? This completely revised and updated second edition of Perfect Phrases for Performance Reviews provides hundreds of ready-made phrases you can use to clearly communicate any employee's performance in 74 different skill areas. Learn the most effective language for: Crafting an accurate, carefully worded assessment Documenting behaviors and accomplishments Guiding and developing promising workers Conducting face-to-face interviews An award-winning trainer*

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*draws on experience with such top athletes as Michael Jordan, Kobe Bryant and Ken Griffey, Jr. to explain how to tap dark competitive reflexes in order to succeed regardless of circumstances, explaining the importance of finding internal resources and harnessing the power of personal fears and instincts.*

*3,000+ Powerful Phrases  
That Put You In Command  
Perfect Phrases for  
Motivating and Rewarding  
Employees  
Redesigning Your*

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*Performance Review  
Template to Drive  
Individual and  
Organizational Change  
Perfect Phrases for  
Writing Job Descriptions  
What Your People May be  
Thinking and what You Can  
Do about it  
A Write It Well Guide  
Perfect Phrases for  
Dealing with Difficult  
People: Hundreds of Ready-  
to-Use Phrases for  
Handling Conflict,  
Confrontations and  
Challenging Personalities  
The Right Phrase for Every  
Situation...Every Time Keeping  
employees motivated is crucial to your*

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*company's performance. This comprehensive, quick-reference guide for managers offers you hundreds of ready-to-use phrases at your fingertips. No matter what the situation--whether you're giving a pep talk or inspiring a direct report in a one-on-one meeting--Perfect Phrases for Motivating & Rewarding Employees will provide you with the right words at right time. Learn how to: Create a positive work environment Motivate people to achieve goals Handle difficult employees and challenging situations Provide feedback that enhances performance This easy-to-use guide includes everything you need to succeed--the winning words and all-purpose phrases that will motivate you and your team*

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*to be the best you can be.*

*As a manager, you aren't truly successful unless your employees are as well. Helping them establish compelling, actionable performance goals is the first and most important step, and 2600 Phrases for Setting Effective Performance Goals is there to lend a hand. A natural follow-up to the bestselling 2600 Phrases for Effective Performance Reviews, this quick-reference guide provides readers with ready-to-use performance goals organized by the characteristics and core competencies used most often in the appraisal process. From attendance and attitude to teamwork and time management, managers will find the language they need to inspire exceptional results. The book also*

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*includes wording tailored to many of the most common positions in sales and marketing, accounting and finance, HR, IT, legal, manufacturing, operations, and more. Comprehensive and organized for ease of use, this book enables managers to lay the groundwork necessary for phenomenal achievement on the part of their people.*

*From the creator of the popular website Ask a Manager and New York's work-advice columnist comes a witty, practical guide to 200 difficult professional conversations—featuring all-new advice! There's a reason Alison Green has been called “the Dear Abby of the work world.” Ten years as a workplace-advice columnist have taught her that people avoid*

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*awkward conversations in the office because they simply don't know what to say. Thankfully, Green does—and in this incredibly helpful book, she tackles the tough discussions you may need to have during your career. You'll learn what to say when • coworkers push their work on you—then take credit for it • you accidentally trash-talk someone in an email then hit “reply all” • you're being micromanaged—or not being managed at all • you catch a colleague in a lie • your boss seems unhappy with your work • your cubemate's loud speakerphone is making you homicidal • you got drunk at the holiday party*

*Praise for Ask a Manager “A must-read for anyone who works . . . [Alison Green's] advice boils down to the idea*

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*that you should be professional (even when others are not) and that communicating in a straightforward manner with candor and kindness will get you far, no matter where you work.”—Booklist (starred review)*

*“The author’s friendly, warm, no-nonsense writing is a pleasure to read, and her advice can be widely applied to relationships in all areas of readers’ lives. Ideal for anyone new to the job market or new to management, or anyone hoping to improve their work experience.”—Library Journal (starred review)*

*“I am a huge fan of Alison Green’s Ask a Manager column. This book is even better. It teaches us how to deal with many of the most vexing big and little problems in our workplaces—and to do so with*

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*grace, confidence, and a sense of humor.”—Robert Sutton, Stanford professor and author of The No Asshole Rule and The Asshole Survival Guide “Ask a Manager is the ultimate playbook for navigating the traditional workforce in a diplomatic but firm way.”—Erin Lowry, author of Broke Millennial: Stop Scraping By and Get Your Financial Life Together*

*A spiral-bound guide to employee reviews presents lists of adjectives and phrases describing a worker's accuracy, development, goals and objectives, interpersonal skills, judgment, problem solving, supervisory skills, time management, and writing ability.*

*Competency-based Performance Reviews*

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*Perfect Phrases for Communicating  
Change*

*30 Reasons Employees Hate Their  
Managers*

*A Guide to Successful Evaluations  
Relentless*

*Perfect Phrases for Customer Service:  
Hundreds of Tools, Techniques, and  
Scripts for Handling Any Situation*

*The Pocket Idiot's Guide to  
Performance Appraisal Phrases*

A comprehensive yet accessible handbook for writing and conducting meaningful, effective performance reviews, geared toward managers of all levels, from the author of *How to Write It*. Performance reviews are one of the best tools managers have to shape

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company talent and culture, develop strong channels of communication with employees, and create systemic change. However, the stress and struggle to find just the right words is often what managers and HR professionals dislike most about conducting employee evaluations. In this pithy, user-friendly handbook, author and writing teacher Sandra E. Lamb lays out the best methods and proven tactics to administer productive evaluations that benefit both parties—and the company. Lamb teaches managers how to design scoring systems for employees

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that track progress with hard data, how to best prepare for and conduct both in-person and written reviews, and the key words to use. Covering hard and soft skills, 3000 Power Words and Phrases for Effective Performance Reviews includes lists of powerful phrases and words that clearly describe performance—both positive and negative—including sections targeted to specific industries and jobs. This guide empowers managers at all levels to master the art of performance reviews that achieve results. Perfect Phrases for the Right Situation, Every Time Whether

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it's hiring employees or creating teams, the Perfect Phrases series has the tools for precise, effective communication in any situation. With Perfect Phrases books, you have all the phrases you need to get things done, right at your fingertips!

**THE RIGHT PHRASE FOR EVERY SITUATION . . . EVERY TIME**

Employees respond to organizational change with worry, fear, and sometimes even panic. Your job is to keep them motivated and focused—so you must choose your words carefully during times of upheaval. Perfect Phrases for Communicating

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Change has hundreds of ready-to-use phrases for ensuring your employees make the transition with clarity, commitment, and skill. Learn the most effective language for:

- Articulating new company initiatives
- Responding to questions with confidence
- Easing employees' fears
- Clarifying roles and responsibilities
- Addressing resistance and performance problems
- Praise for Perfect Phrases for Communicating Change

"Perfect Phrases for Communicating Change is a wonderful book, filled with practical, solid advice, suggestions, and examples for

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how to communicate effectively in a time of change." John Krajicek, Executive Professor and Assistant Director of Business Communication Studies, Texas A&M University

"Communication during organizational change is everything. The right words at the right time can make all the difference between a successful and unsuccessful change initiative. This is a wonderful resource for finding the right words and sentiments to convey any type of change."

Robert J. Marshak, Ph.D.,  
author of *Covert Processes at Work: Managing the Five*

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Hidden Dimensions of Organizational Change

“Finding the right words to communicate change is challenging, even for the best of managers. In this user-friendly text, Lawrence and Antoine provide hundreds of practical phrases to better prepare managers for the task. The book is rich with insightful suggestions on change messaging considerations and construction.” Edward Ferris, Assistant Professor, The New School for Management and Urban Policy

“In my over 20 years of running companies and corporate divisions I have seen a direct correlation

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between the quality of communication of my managers and their success in the business world. If you aspire to be an effective, efficient, and productive leader then I highly recommend this book. It is an outstanding reference guide and road map for pragmatic yet inspirational communication techniques." Mitch Pisik, President and CEO, Breckwell Products

The right phrase for every situation . . . every time The latest guide in the top-selling, easy-to-use Perfect Phrases series gives you the correct vocabulary to use to get the best salary or job offer

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possible. Using words and phrases that take away the taboo surrounding the subject of money, you can ask for what you want-and deserve-with confidence. Provides quick, easy steps that prepare readers for salary negotiations, job interviews, or performance reviews, giving them the competitive edge

Perfect Phrases for Coaches

The Leader Phrase Book

2600 Phrases for Effective  
Performance Reviews

Perfect Phrases for Meetings

2600 Phrases for Setting

Effective Performance Goals

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and Supervisors, Second  
Edition

*Everyone wants to shine in business meetings-whether they are leading them or just participating. Perfect Phrases for Meetings provides hundreds of winning, ready-to-use phrases, arming you with the right words to say in eight crucial types of meetings. This book is a valuable tool for anyone who needs to get a message across and stand out as a leader.*

*Meet or exceed all your goals with this*

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*comprehensive guide to performance reviews 3 books in 1 eBook! Perfect Phrases for Performance Reviews covers all the bases when it comes to using the right language during every stage of the performance review process. Packed with the exact words and phrases you need to plan, conduct, and finalize performance reviews, this three-eBook set helps you express yourself with crystal clarity—as well as sidestep any landmines that might be in your path. This 3-eBook set includes:  
Perfect Phrases for*

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*Performance Reviews,  
Second Edition Get  
hundreds of ready-made  
phrases for clearly  
communicating an  
employee's performance in  
74 different skill areas.  
Learn the most effective  
language for: Crafting an  
accurate, carefully worded  
assessment Documenting  
behaviors and  
accomplishments Guiding  
and developing promising  
workers Conducting face-to-  
face interviews Perfect  
Phrases for Setting  
Performance Goals, Second  
Edition This completely*

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*revised and updated second edition of Perfect Phrases for Setting Performance Goals provides hundreds of precisely worded performance goals you can apply to virtually any situation. This handy, quick-reference helps you: Focus your people on the most important parts of their jobs Communicate your expectations Align employee goals with organizational priorities Minimize disputes that can arise during performance reviews Perfect Phrases for Documenting Employee Performance*

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*Problems Using this wide range of ready-to-use scripts and a handy problem-solving toolkit, you can address even the most difficult issues diplomatically and constructively. Learn how to: Find the perfect words to suit each employee review Document performance in the most effective way possible Build strong working relationships and boost morale Increase productivity, meet deadlines, and achieve goals Hands-on help for quickly and persuasively writing*

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*company-mandated performance appraisals Writing performance appraisals is one of the most difficult and time-consuming tasks managers face. Perfect Phrases for Performance Reviews simplifies the job, providing a comprehensive collection of phrases that managers can use to describe employee performance, provide directions for improvement, and more. For example: "Sets priorities well" "Misses important deadlines" "Thorough, reliable, and accurate" All managers and*

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*HR professionals will value the book for its: Hundreds of ready-to-use phrases, organized by job skill and performance level Tips for documenting performance issues and conducting face-to-face reviews Easily adapted performance review templates covering five performance levels With the wide-ranging assortment of descriptions available in this book, managers will be able to find the perfect terms to help them analyze and understand the work performance of each person they work with.*

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*THE RIGHT PHRASE FOR  
EVERY SITUATION . . .*

*EVERY TIME* The secret to  
business success today is  
employee and talent  
development. Companies  
that invest in branding and  
creating smart, self-reliant,  
"upgradeable" talent are the  
ones that will lead their  
industries in the future.

*Perfect Phrases for  
Employee Development  
Plans* has hundreds of ready-  
touse phrases for ensuring  
your employees stay  
motivated and competitive,  
develop teamwork and  
sound work ethics, and help

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*meet organizational targets.  
Learn the most effective  
language for: Pinpointing an  
employee's strengths  
Creating long- and short-  
term goals Helping teams  
form plans--and then work  
the plans Grooming people  
for advancement Branding  
and expanding your  
company's talent pool  
From Good to Great to  
Unstoppable  
Perfect Phrases for  
Coaching Employee  
Performance: Hundreds of  
Ready-to-Use Phrases for  
Building Employee  
Engagement and Creating*

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Tool Kit*

*Worksheets*

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Evaluations the Fortune 500  
Way*

*Ready-to-Use Words and  
Phrases That Really Get  
Results*

*Perfect Phrases for  
Negotiating Salary and Job  
Offers: Hundreds of Ready-  
to-Use Phrases to Help You  
Get the Best Possible Salary,  
Perks or Promotion*

**The tools you need to  
enrich the performance-  
appraisal experience as**

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**you streamline the process  
Whether you're a manager  
looking to implement  
employee appraisals for  
the first time, concerned  
with improving the quality  
and effectiveness of the  
appraisal process, or  
simply trying to save time  
and mental anguish  
Performance Appraisals &  
Phrases For Dummies  
provides the tools you  
need to save time and  
energy while presenting  
fair and accurate  
evaluations that foster  
employee growth. This  
convenient, portable  
package includes a full-**

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**length appraisal  
phrasebook featuring over  
3,200 spot-on phrases and  
plenty of quick-hitting  
expert tips on making the  
most out of the process.  
You'll also receive online  
access to writable,  
customizable sample  
evaluation forms other  
timesaving resources.  
Includes more than 3,200  
phrases for clear, and  
helpful evaluations Helps  
make evaluations faster,  
more effective, and far  
less stressful Offers far  
more advice and coaching  
than other performance  
appraisal books Serves as**

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**an ideal guide for managers new to the appraisal process With expert advice from Ken Lloyd, a nationally recognized consultant and author, Performance Appraisals and Phrases For Dummies makes the entire process easier, faster, and more productive for you and your employees. Managers working in today's organizations often focus more on results than on the people who achieve those results. But regularly evaluating the performance of your employees is critical to**

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**improving the efficiency and output of your organization. Performance reviews have changed significantly in the past few years. Companies today are looking for the key characteristics, known as competencies, that help the most successful people in their field to be so successful. Managers and employees need to focus on those competencies, especially during performance review discussions. Competency-Based Performance Reviews offers you a new and more effective way to handle**

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performance reviews and to coach your employees to emphasize the knowledge, skills, and abilities that they have and the organization needs. Most sophisticated U.S. and international employers are using competency-based systems to select, interview, and evaluate the performance of employees. Fortune 500 corporations such as American Express, Anheuser Busch, Coca-Cola, Disney, Federal Express, IBM, Johnson & Johnson, and Pfizer are all looking for specific competencies.

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**This book will give you the guidance you need to:**

- Perform competency-based reviews on your employees.**
- Help your team get the recognition they deserve in division meetings by providing the evidence to justify higher performance rankings.**
- Develop your own competencies--and those of your employees.**
- Coach employees to recognize competency-based accomplishments and advocate for themselves throughout the year.**
- Write smarter, targeted competency-based**

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**accomplishment statements to use on performance review forms. By putting these competency-based performance reviews into practice, managers can strengthen their organizations, their careers, as well as the careers of their employees. Competency-Based Performance Reviews includes sample phrases to use on reviews, as well as sample accomplishment statements to guide employees to improving and writing their own.**

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**Perfect Phrases for Writing Job Descriptions** helps you craft job descriptions that attract the best talent and accurately convey job responsibilities. And after you find that ideal candidate, this valuable resource will assist you with performance reviews, goal setting, and accountability. Hundreds of tips, examples, and sample phrases to help you: Get candidates excited about opportunities in your company Attract and recruit the very best

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**talent Foster**

**communication between  
supervisors and employees  
Evaluate performance and  
provide clear feedback to  
new employees**

**Do you supervise people?  
If so, this book is for  
you. One of a manager's  
toughest—and most  
important—responsibilities  
is to evaluate an  
employee's performance,  
providing honest feedback  
and clarifying what  
they've done well and  
where they need to  
improve. In *How to Be Good  
at Performance Appraisals*,  
Dick Grote provides a**

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**concise, hands-on guide to succeeding at every step of the performance appraisal process—no matter what performance management system your organization uses. Through step-by-step instructions, examples, do-and-don't bullet lists, sample dialogues, and suggested scripts, he shows you how to handle every appraisal activity from setting goals and defining job responsibilities to evaluating performance quality and discussing the performance evaluation face-to-face. Based on**

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decades of experience guiding managers through their biggest challenges, Grote helps answer the questions he hears most often: • How do I set goals effectively? How many goals should someone set? • How do I evaluate a person's behaviors? Which counts more, behaviors or results? • How do I determine the right performance appraisal rating? How do I explain my rating to a skeptical employee? • How do I tell someone she's not meeting my expectations? How do I deliver bad news? Grote

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**also explains how to tackle other thorny performance management tasks, including determining compensation and terminating poor performers. In accessible and useful language, How to Be Good at Performance Appraisals will help you handle performance appraisals confidently and successfully, no matter the size or culture of your organization. It's the one book you need to excel at this daunting yet critical task. Over 1,600 Results-Focused Phases**

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**Simple, Effective, Done  
Right**

**Hundreds of Ready-to-Use  
Phrases for Writing  
Effective, Informative,  
and Useful Job**

**Descriptions**

**Writing Performance  
Reviews**

**Perfect Phrases For  
Performance Reviews**

**3000 Power Words and  
Phrases for Effective  
Performance Reviews**

**The Ideal Team Player**

**THE RIGHT PHRASE FOR EVERY  
SITUATION . . . EVERY TIME**

Any successful leader will  
tell you: Giving a strong  
presentation is the most

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immediate and powerful way to set goals, form strategies, and sell your vision-to both internal and external audiences.

Perfect Phrases for Executive Presentations not only tells you how to plan and deliver your address, but also provides phrases for every part of the speech or presentation. Organized by speech type and audience, you'll be walked through the beginning, middle, and end of a speech, giving you effective phrases to use. This invaluable book includes A detailed review

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of building an effective presentation for a wide variety of meetings and conferences Instructions and phrases for writing effective speeches for nearly 30 different groups and interests, from shareholders to commencements Techniques you can use to become a more effective speaker THE RIGHT PHRASE FOR EVERY SITUATION . . . EVERY TIME Getting new employees up and running with the company is a highly challenging process. For true success, you need to have full command of the

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most appropriate language for the task. Perfect Phrases for New Employee Orientation and Onboarding contains hundreds of ready-to-use phrases for transitioning employees into their new roles. You'll learn how to home in on employee engagement, support the building of work relationships, and deliver constructive feedback. This handy, quick-reference guide provides effective language for: Getting the most out of meet-and-greet meetings Defining company culture and employee

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expectations Coaching new  
employees with onboarding  
challenges Collecting  
onboarding feedback  
Onboarding a diverse  
workforce

Are performance reviews at  
your company like  
fruitcake—you get it every  
year whether you want one  
or not? It doesn't have to  
be like that. Because  
everyone wants to know how  
they're doing, how they  
measure up, and what their  
chances are for  
advancement and rewards.  
And they want to do things  
right. The Essential  
Performance Review

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Handbook will help you understand why performance reviews: Serve as an important business tool. Motivate personnel and increase productivity. Help achieve your company goals. Improve manager-employee communication. Reduce your risk of legal liability. Whether you're a manager or a HR professional, this is an indispensable resource to help you create confident, motivated, and productive employees.

This user-friendly book is filled with guidelines to help you write performance

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Performance Goals, Second  
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2600 Phrases for Effective Performance  
Reviews Ready-to-Use Words and Phrases  
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Written by two top business trainers, this guide reveals the strategies and language skills needed to make the most of performance appraisals - for both the reviewers and the reviewed. It breaks the process into five simple steps and explains what to say with hundreds of winning phrases organized by topic (and hundreds of counterproductive phrases too). Also included is advice on preparing an agenda, body language, and tone of voice - plus true success and horror stories.

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Outstanding Exceeds expectations Meets expectations Needs improvement Unacceptable

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2/E

Perfect Phrases for Employee  
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Appraisals

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you meet The Leader Phrase  
Book is the culmination of ten  
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research on how leaders  
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The key difference between a highly successful organization raising bars at every turn and one that limps along just happy to reach its quarterly goals--most of the time--might very well be how they address performance reviews. Are they just a perfunctory, annual "check-off," with no other goal than to justify salary increases, or does the organization truly know how to manage and measure its employees' performances in order to best impact a company's bottom line? In *The Performance*

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Appraisal Tool Kit, readers will discover a customizable appraisal template covering the essential areas of performance and conduct and learn how they can adapt it to fit varying business strategies. After all, every organization is a unique entity, therefore, the performance appraisal plan must also be unique to its company. In order to find the process that best increases efficiency and effectiveness in your workplace, learn how to:

- Profile ideal employee performance and behavior
- Design competencies that power performance, both at the individual and enterprise

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level • Drive future change by setting your organization's strategic direction • Retool the appraisal as needed to ratchet up expectations over time • And more There ' s nothing more valuable to a company in the long-term than a motivated and dedicated workforce. This forward-thinking, one-of-a-kind guide gives you the resources you need to construct a performance appraisal program that will accommodate market changes, revised priorities, and increasing productivity targets--and in the end, will lift your organization to a higher level.