



Fixing Feedback

Georgia Murch

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Feedback is broken — here's how to fix it to create a highly engaged workplace with high performing leaders and employees

Fixing Feedback is not just another management book — it's a smart, refreshing, practical guide to feedback in the workplace. Everyone already knows how important feedback is, and we all know we should be giving it and receiving it regularly — yet we still do it poorly or avoid it entirely. This book shows you *how* to do it right. You'll learn what exactly constitutes useful feedback, how to deliver it effectively, how to receive it gracefully and how to use it to strengthen yourself, your team and your business. You'll learn critical communication skills that you can put into practice today, and get on track to building a "feedback culture" that results in highly engaged, highly productive employees.

The way you communicate dictates how you build relationships and make decisions. It's the difference between being remarkable and being a d!ck. Poor communication is a major force driving feedback into the ground, and it can be extremely costly for the company as a whole. This book shows you how to turn the ship around by making feedback a meaningful — and *welcome* — part of your everyday workflow and overall company culture.

- Understand "remarkable feedback", and how it changes people and workplaces
- Self-assess your communication style and gauge the impact it has on others
- Deliver meaningful feedback using a set of pragmatic tools and techniques
- Confront the personal issues that prevent you from effectively receiving feedback
- Learn what organisations need to drive to create a 'feedback culture'

When organisations fail to grasp the importance of investing in their people effectively, employees disengage. Building a meaningful feedback culture, on the other hand, makes your organisation a place where people *want* to work, *want* to achieve and *want* to be the best. It's all about effective communication. *Fixing Feedback* provides no-nonsense guidance toward equipping your people to succeed.

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