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

Manuel London

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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.

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