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Sommario/riassunto	Feedback is a rare commodity in organizational life, but it is key to managerial effectiveness. One increasingly popular vehicle for getting feedback from one's boss, peers, and subordinates is the multiple-perspective, or 360-degree, feedback instrument. Use of such an instrument can enhance self-confidence by highlighting individual strengths and can facilitate greater self-awareness by pointing out areas in need of further development. Because of the availability of so many feedback instruments, finding the best instruments for an organization's needs is difficult. This book presents a step-by-step process that shows how to evaluate multiple-feedback instruments intended for management development. The steps take you through

such issues as instrument development, validity and reliability, feedback display, scoring strategies, and cost.