

1. Record Nr.	UNINA9910456349003321
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Titolo	The power of positive criticism [[electronic resource] /] / Hendrie Weisinger
Pubbl/distr/stampa	New York, : AMACOM, c2000
ISBN	0-8144-2372-8 0-585-19903-5
Edizione	[1st edition]
Descrizione fisica	1 online resource (200 p.)
Disciplina	158.2
Soggetti	Criticism, Personal Psychology, Industrial Electronic books.
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Note generali	Includes index.
Sommario/riassunto	Some people just can't take criticism. And some people just can't give it—not in a positive, motivating, mutually beneficial manner, anyway. That's too bad, because criticism is essential to many aspects of business, such as performance appraisals, quality control, and team functioning, to name a few. This empowering book helps readers take the sting out of criticism—and transform it from a destructive, demoralizing disaster into an energizing, educating experience that builds relationships and increases individual and organizational success. Using real-life scenarios and the author's 21 tips to positive criticism, readers will learn to: Think of criticism as a positive thing Become strategic critics and develop their skill in using the power of positive criticism Stay cool, calm, and collected when giving or getting criticism Criticize their boss--without getting fired, and more.