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Autore	Lennard Diane <1953-, >
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Sommario/riassunto	""In addition to providing an extensive analysis of strategies for changing performance and the factors that can impact coaching effectiveness, this book offers what may be a unique value: instead of promoting one approach as the best, Dr. Lennard guides readers through a highly customized process of developing our own individualized coaching model. As a result of the book's thought-provoking activities, I strengthened my own sense of personal authenticity and saw new ways to coach and collaborate fully with employees who may have very different perspectives."" - Tita T