

1. Record Nr.	UNINA9910781053303321
Autore	Kador John
Titolo	Effective apology [[electronic resource]] : mending fences, building bridges, and restoring trust // John Kador
Pubbl/distr/stampa	San Francisco, : Berrett-Koehler Publishers, 2009
ISBN	1-282-30062-8 9786612300622 1-60509-139-1
Edizione	[1st ed.]
Descrizione fisica	1 online resource (284 p.)
Collana	A BK business book
Disciplina	659.2
Soggetti	Corporate image Apologizing Corporations - Public relations Business communication Crisis management
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Note generali	Description based upon print version of record.
Nota di bibliografia	Includes bibliographical references (p. 243-251) and index.
Nota di contenuto	The age of apology -- Why we apologize and what it accomplishes -- Recognition -- Responsibility -- Remorse -- Restitution -- Repetition -- When, where, and how to apologize -- How to accept (and reject) an apology -- Apology and forgiveness -- Obstacles to wholehearted apology -- The best apology possible : ten apology do's and don'ts -- Talking about apology : frequently asked questions -- What can I do now? Five apology practices.
Sommario/riassunto	From JetBlue to Eliot Spitzer, John Edwards to Pete Rose, at some point everyone needs to know how to make an effective apology. This is a survival guide for all of us who find a need to apologize in our business or professional work, either for ourselves or for our organizations. It guides the reader through all aspects of making effective apologies in all situations.