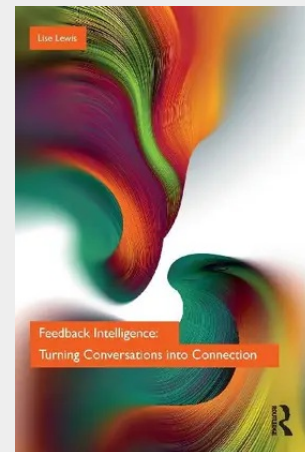


Feedback Intelligence

Turning Conversations into Connection

This companion book to Relational Feedback: Why Feedback Fails and How to Make it Meaningful builds on this first text introducing The Relational Leadership WAY©: a thematic framework produced from a doctoral research study. The framework has been tested with 70+ managers and received favourable and reinforcing feedback about the efficacy of this relational approach. The aim is to continuously challenge opinion that feedback still incites fear and to learn more about what will ease our approach to this essential development practice. We are not alone with our feedback fears and perceived failures. You will find strategies to reveal and release tensions that help regain equilibrium as we make adjustments that change entrenched obsolete perceptions. You're invited to reflect on your own and others' feedback perceptions by defusing a collection of authentic feedback stories that generated fear, confusion and feelings of inadequacy. Exploring coping strategies designed to dilute impact and avoid future repetition are offered as solutions with an invitation to adapt to individual circumstances. Let's also remember there are feedback conversations managed effectively and these feature in the relational qualities mix of good practice. Let's also acknowledge good practice in feedback that helps us shine, do our best, fulfil our dreams and become our confident selves.

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44,00 €

44,00 € (zzgl. MwSt.)

vorbestellbar, Erscheinungstermin ca.
Juli 2026

Artikelnummer: 9781032440347

Medium: Buch

ISBN: 978-1-032-44034-7

Verlag: Taylor & Francis Ltd

Erscheinungstermin: 31.07.2026

Sprache(n): Englisch

Auflage: 1. Auflage 2026

Produktform: Kartoniert

Gewicht: 360 g

Seiten: 192

Format (B x H): 156 x 234 mm

