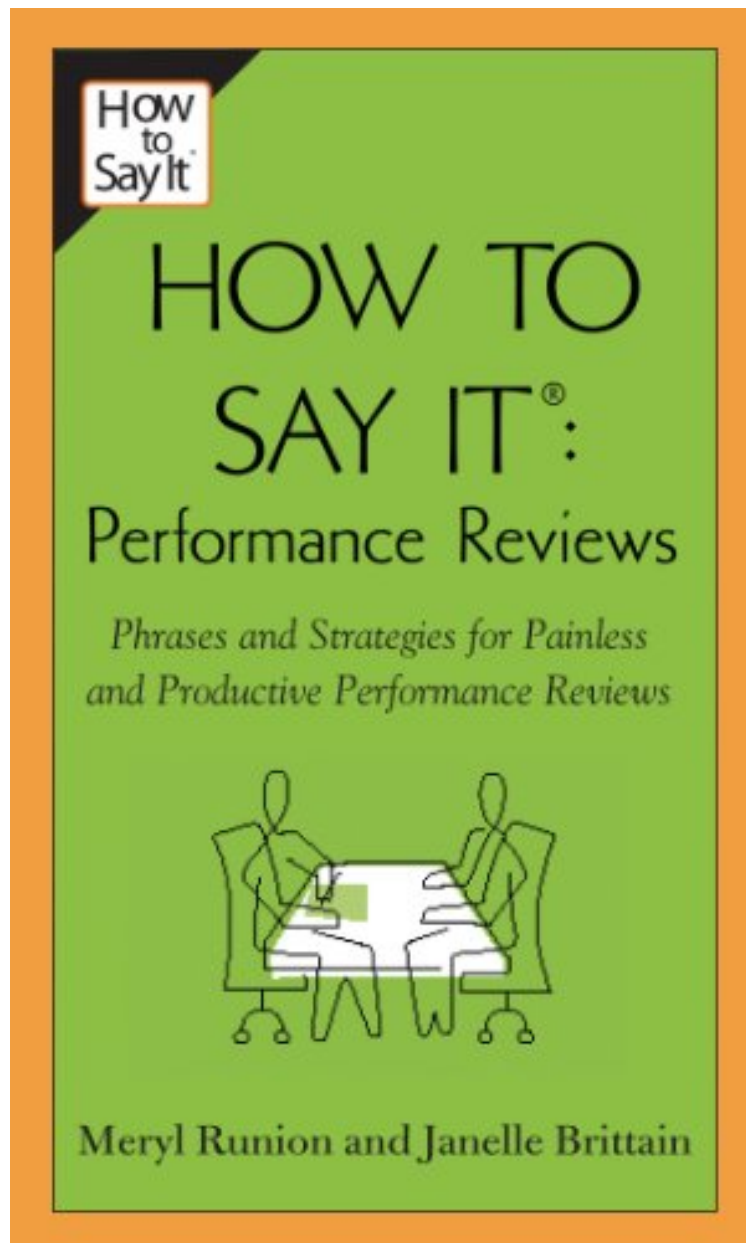


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Written by two top business trainers, this guide reveals the strategies and language skills needed to make the most of performance appraisals - for both the reviewers and the reviewed. It breaks the process into five simple steps and explains what to say with hundreds of winning phrases organized by topic (and hundreds of counterproductive phrases too). Also included is advice on preparing an agenda, body language, and tone of voice - plus true success and horror stories.

About the AuthorMeryl Runion is a communications consultant to corporations and organizations around the country. Janelle Brittain is a consultant who coaches businesses on performance management and has been featured in numerous newspaper, radio and television interviews.