



Effective Apology: Mending Fences, Building Bridges and Restoring Trust

By John Kador

Audible Studios on Brilliance, 2016. CD-Audio. Condition: New. Unabridged. Language: English . Brand New. Effective Apology challenges you to think about the fundamental value of an apology, to you and the receiver, as it explores in detail the key dimensions--what Kador calls the Five Rs--of a wholehearted apology, one that heals and renews. Kador also offers advice on how to accept or reject an apology, 10 apology do s and don ts, and a quiz to test your Apology Quotient. The willingness to apologize signals strength, character, and integrity--real leadership is impossible without it. With over 70 examples of the good, the bad, and the ineffective apology in action, no other book combines such a practical, how-to approach with a rich analysis of what it takes to make apology work in the real world.



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Reviews

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This is the very best book i actually have read till now. It is loaded with knowledge and wisdom I am just easily could get a satisfaction of reading a created ebook.

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