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Whether it's interviewing for a job, evaluating employee performance, setting goals for the future, or keeping customers happy, the Perfect Phrases series has the tools for precise, effective business communication. Distilling complex ideas into specific phrases that diplomatically and honestly depict the concepts at hand, this invaluable series provides: Ways to enhance customer service in any business Dialogues and scripts to practice interactions with customers or employees--tailorable to any industry or company culture The best answers to a wide range of interview questions Tips for documenting performance issues and conducting face-to-face reviews This quick-reference tool is perfect for managers who need to find effective ways to document performance problems and then be able to offer practical, helpful feedback to those individuals.

THE RIGHT PHRASE FOR EVERY SITUATION . . . EVERY TIME The secret to business success today is employee and talent development. Companies that invest in branding and creating smart, self-reliant, "upgradeable" talent are the ones that will lead their industries in the future. Perfect Phrases for Employee Development Plans has

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hundreds of ready-touse phrases for ensuring your employees stay motivated and competitive, develop teamwork and sound work ethics, and help meet organizational targets. Learn the most effective language for: Pinpointing an employee's strengths Creating long- and short-term goals Helping teams form plans--and then work the plans Grooming people for advancement Branding and expanding your company's talent pool This user-friendly book is filled with guidelines to help you write performance objectives, reviews, appraisals, and other performance documentation. The book's tips and tools help you find language that's clear, descriptive, objective, and acceptable in today's workplace. Examples, questions, and activities will help you learn on your own, with your team, or with others in your organization.

For over 35 years, this time-proven guide has been continuously revised to assist managers in appraising employee performance.

Performance appraisals are one of the least enjoyable duties managers face. They're time-consuming, tedious, and require the perfect balance between criticism and praise. This collection of handy, ready-to-use performance appraisals will save you time and effort, while increasing the clarity and value of your appraisals. These customizable sample evaluations can address almost any situation.

No matter what type of business or even nonprofit organization you are managing, a written performance appraisal is good management. Employee reviews can serve as a platform for employees to bring forth questions and concerns. This can help increase

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employee dedication, creativity, and job satisfaction. Reviews allow you to evaluate employees for increased responsibilities and future promotions. You will have written records of your employees performance, get more productivity, and clearly set compensation. Employee appraisals are critical to your organization, but are time-consuming to write. This new book and companion CD-ROM is your solution. You will produce professional-quality performance reviews in minutes. The book provides over 199 pre-written employee phrases you can insert into a blank employee appraisal form. The evaluations are professional, constructive, and direct. See the accompanying CD-ROM for 25 different categories to evaluate your employee in. Each category includes at least 8 different phrases you can choose from to describe your employees performance in that category. Pick and choose which categories you would like to include in your employees performance appraisal and how you want to describe your employees performance in that category and then just insert them all into the prepared appraisal form. The companion CD-ROM is included with the print version of this book; however is not available for download with the electronic version. It may be obtained separately by contacting Atlantic Publishing Group at sales@atlantic-pub.com Atlantic Publishing is a small, independent publishing company based in Ocala, Florida. Founded over twenty years ago in the company president's garage, Atlantic Publishing has grown to become a renowned resource for non-fiction books. Today, over 450 titles are in print covering subjects such as small business, healthy living, management,

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finance, careers, and real estate. Atlantic Publishing prides itself on producing award winning, high-quality manuals that give readers up-to-date, pertinent information, real-world examples, and case studies with expert advice. Every book has resources, contact information, and web sites of the products or companies discussed.

Inappropriate attire, lateness, sexually offensive behavior, not to mention productivity and communication issues--these are just a few of the uncomfortable topics bosses must sometimes discuss with their employees. With years of experience as the VP of employee relations at major entertainment companies, author Paul Falcone offers unique insight into the tools and skills required for managers to address some of the most common--as well as the most serious--employee problems they are likely to encounter. Falcone's book *101 Tough Conversations to Have with Employees* equips managers to facilitate clear, direct interactions with their employees by offering realistic sample dialogues managers can use to sidestep potential awkwardness. Covering everything from substandard performance reviews to personal hygiene to termination meetings, this handy guide helps managers treat their people with dignity, focusing not just on what to say but also on how to say it. With a plethora of proven, realistic techniques, managers will learn how to protect themselves and their organizations--and get the very best from their people.

It's review time again, and yet you can't find the time or the energy to write those appraisals. You draw a blank when faced with those intimidating HR forms. You

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struggle to document productivity and behavioral issues. You wish there were an easier way. With *Performance Appraisals That Work*, you'll never fight to find the right words for evaluations again. Chock full of more than 150 sample performance appraisals for all job types, this comprehensive reference guide gives you everything you need to write appropriate evaluations with ease and accuracy - from documenting and rewarding stellar performance to laying the groundwork for disciplinary action. Writing employee performance reviews need never stress you out again. With *Performance Appraisals That Work*, you'll improve the quality of your evaluations, save time and increase your productivity, and stop dreading review time for good.

This updated and expanded second edition of *Book* provides a user-friendly introduction to the subject. Taking a clear structural framework, it guides the reader through the subject's core elements. A flowing writing style combines with the use of illustrations and diagrams throughout the text to ensure the reader understands even the most complex of concepts. This succinct and enlightening overview is a required reading for all those interested in the subject. We hope you find this book useful in shaping your future career & Business.

End every manager's nightmare: conducting performance appraisals.

IS YOUR REVIEW PROCESS PERFORMING BELOW EXPECTATIONS? Fix the Performance Review with the Wisdom of Crowds! If you're like most employees and managers, you dread the annual performance review. It's outdated and frozen in time.

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It's a relic of the way business used to work and doesn't capitalize on the way business works today. Can it be saved? Today's most successful companies are transforming their predictable "one-way" review processes into dynamic, collaborative systems that apply the latest social technologies. Instead of a one-time annual evaluation of performance, managers and employees receive collective feedback from everyone across their company. It's all achieved through crowdsourcing, and it generates more accurate, actionable results than traditional methods. With The Crowdsourced Performance Review, you'll create a review system that gathers the feedback of many, so you can make better, more informed decisions. And this new model is simpler than you think. It's based on three innovations: **CROWDSOURCING:** Applying the same techniques that companies like Apple, Angie's List, and Zagat use to inform customers, you can gather the same kind of data to inform managers. **SOCIAL MEDIA TECHNOLOGIES:** The most revolutionary communication tools since the telephone, these technologies have singlehandedly created a new language of business. **ORGANIZATIONAL CULTURE:** When managed well, it's one of the most effective tools for building and maintaining a competitive advantage. These three assets come together for the purpose of evaluating performance in the practice of social recognition--a system in which all employees recognize each other's great work on a daily basis. Social recognition creates engagement, energy, and even happiness in a company--leading to the ultimate goal of a Positivity-Dominated Workplace. The

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Crowdsourced Performance Review provides the key to seizing your company's competitive edge with a new ground-breaking performance management system. Apply the techniques in *The Crowdsourced Performance Review* to make your processes exceed expectations.

PRAISE FOR THE CROWDSOURCED PERFORMANCE REVIEW: "Take advantage of the technology and data available to you and turn the dreaded performance review into a powerful force for decision-making and culture-building by using the methods outlined in this clear and clever guide." -- DANIEL H. PINK, author of *To Sell Is Human* and *Drive* "Social technologies aren't just changing how people interact, they're fundamentally changing how businesses must engage with people inside and outside their organization. In *THE CROWDSOURCED PERFORMANCE REVIEW*, Mosley shows HR and business leaders why a 'groundswell' approach for employee recognition is the key to driving better employee performance. This is one of the most innovative enterprise uses of crowdsourcing I've seen." -- CHARLENE LI, founder of Altimeter Group, author of *Open Leadership*, and coauthor of *Groundswell* "In what is easily the most comprehensive and provocative Globoforce book to date, Mosley lays out a clear vision for how modern recognition systems can be integrated with performance management. This is one of the most interesting, innovative, and potentially important new approaches to performance management that I have seen in many years of working on this topic." -- GERALD LEDFORD, Senior Research Scientist, Center for Effective Organizations, Marshall

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School of Business, University of Southern California "THE CROWDSOURCED PERFORMANCE REVIEW should be at the top of every HR professional's reading list. It shows convincingly why the traditional performance review doesn't work and how social recognition is the key to a performance system that actually makes an impact." -- KEVIN KRUSE, Forbes Leadership columnist and bestselling

The tools you need to enrich the performance-appraisal experience as you streamline the process Whether you're a manager looking to implement employee appraisals for the first time, concerned with improving the quality and effectiveness of the appraisal process, or simply trying to save time and mental anguish Performance Appraisals & Phrases For Dummies provides the tools you need to save time and energy while presenting fair and accurate evaluations that foster employee growth. This convenient, portable package includes a full-length appraisal phrasebook featuring over 3,200 spot-on phrases and plenty of quick-hitting expert tips on making the most out of the process. You'll also receive online access to writable, customizable sample evaluation forms other timesaving resources. Includes more than 3,200 phrases for clear, and helpful evaluations Helps make evaluations faster, more effective, and far less stressful Offers far more advice and coaching than other performance appraisal books Serves as an ideal guide for managers new to the appraisal process With expert advice from Ken Lloyd, a nationally recognized consultant and author, Performance Appraisals and Phrases For Dummies makes the entire process easier, faster, and more productive for

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you and your employees.

Have you ever found yourself at a loss for words around performance review time? Do you find yourself searching for the tone that will perfectly encapsulate exactly what you need to say to each employee? If so, *The Quick and Easy Performance Appraisal Phrase Book* is definitely for you! Whether you're a seasoned manager or just starting out, this is your go-to reference. Whether you need to jump-start the review-writing process or are searching for phrases you can use verbatim, *The Quick and Easy Performance Appraisal Phrase Book* features ready-made wording for virtually every situation. With this book, any manager will be able to quickly and easily select the best phrasing for any review—good or bad. *The Quick and Easy Performance Appraisal Phrase Book* contains more than 3,000 dynamic phrases that will help you: Say what needs to be said Take charge Boost your team's productivity Get the work done...and done right! There is even a bonus section covering the "360 review," when employees review their managers! No matter who you are or what kind of review you need to write, this book will give you all the tools you need, right at your fingertips.

A spiral-bound guide to employee reviews presents lists of adjectives and phrases describing a worker's accuracy, development, goals and objectives, interpersonal skills, judgment, problem solving, supervisory skills, time management, and writing ability. The average manager doesn't have time to take classes or read lengthy volumes on managing techniques. Instead, you need to know right now what to say to coach and

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motivate your employees. With hundreds of ready-to-use phrases you can use in a wide variety of situations, *The Complete Book of Perfect Phrases for Managers* is the ultimate reference for motivating, managing, and growing employees.

You'll never struggle with performance appraisals again! Do you dread writing employee performance evaluations? Do you struggle for hours to find just the right words of praise, avoid repetition, and tread the fine line between "constructive" and "criticism"? *Performance Appraisal Phrase Book* makes it easy for you. Featuring concise sections on how to write the evaluation, handle tricky legal issues, and verbally discuss the evaluation, this book also includes a directory of thousands of words and phrases appropriate for any type of written evaluation. You'll be able to find just the right way to assess:

- Accuracy and attention to detail
- Quality of work
- Work habits
- Teamwork and interpersonal skills
- Timeliness of work
- Work attitude

With *Performance Appraisal Phrase Book* at your desk, you'll get through reviews in a snap--and have plenty of time left to accomplish all your other managerial duties.

The SHRM Essential Guide to Employment Law is your One-Stop Legal Reference to Employment Law. It simple, straightforward language on everything HR professionals, employers, and small business owners need to know about their relationship with their employees in order to comply with the law and protect themselves and their business from legal action. Covering more than 200 workplace law topics, the Guide provides an overview of U.S. workplace laws,

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regulations, and court decisions that employers, large or small, are likely to face, as well as what pitfalls to anticipate and when to seek professional advice. Each chapter offers general principles, highlights key issues, and provides specific examples and suggestions to help make the employer-employee relationship run more smoothly.

Actionable communication and management strategies for tackling difficult workplace discussions Delivering the uncomfortable news that an employee is not stacking up can be stressful, and managers often have difficulties finding the right words to get their message across. Painless Performance Conversations presents actionable and practical communication and management strategies for any manager looking to effectively influence employee performance. Learn how to focus these conversations for maximum impact on performance, crystallize expectations for what success looks like, and engage employees in solution-finding. Presenting four key mindsets and an easy to use conversation model, this book offers the tangible solutions managers need to tackle critical workplace discussions with poise and professionalism, as well as the tools needed to stay focused in otherwise difficult conversations. Eliminates the pain and fear that leads to procrastination of tough workplace conversations. Reduces the harmful impacts of judgment in performance conversation Helps managers create a

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culture of ownership and accountability Author Marnie E. Green is a featured blogger for Jobing.com and shares her popular and practical management perspectives in keynotes, webinars, and workshops with thousands of leaders in organizations worldwide Painless Performance Conversations will help you to lead performance-related conversations with confidence and create a culture of workplace accountability.

A handbook designed to help the appraiser in selecting phrases and words that accurately describe a broad range of critical rating factors.

"Do you find yourself searching for the tone that will perfectly encapsulate exactly what you need to say to each employee? No matter who you are or what kind of review you need to write, this book will give you all the tools you need, right at your fingertips"--

Presents lists of adjectives and phrases describing an employee's accuracy, development, goals and objectives, interpersonal skills, judgement, problem solving, supervisory skills, time management, and writing ability.

Provides examples and advice on writing announcements, condolences, invitations, cover letters, resumes, recommendations, memos, proposals, reports, collection letters, direct-mail, press releases, and e-mail.

Most managers focus on near-term results, struggling to find the time and

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motivation to develop direct reports in any significant way. Yet fast-paced business environments demand managers who can grow their employees' skills. Axelrod and Coyle's work offers managers guidance on how to develop their staff in significant ways, while getting results, every day.

Do you supervise people? If so, this book is for you. One of a manager's toughest—and most important—responsibilities is to evaluate an employee's performance, providing honest feedback and clarifying what they've done well and where they need to improve. In *How to Be Good at Performance Appraisals*, Dick Grote provides a concise, hands-on guide to succeeding at every step of the performance appraisal process—no matter what performance management system your organization uses. Through step-by-step instructions, examples, do-and-don't bullet lists, sample dialogues, and suggested scripts, he shows you how to handle every appraisal activity from setting goals and defining job responsibilities to evaluating performance quality and discussing the performance evaluation face-to-face. Based on decades of experience guiding managers through their biggest challenges, Grote helps answer the questions he hears most often:

- How do I set goals effectively? How many goals should someone set?
- How do I evaluate a person's behaviors? Which counts more, behaviors or results?
- How do I determine the right performance appraisal rating? How do

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I explain my rating to a skeptical employee? • How do I tell someone she's not meeting my expectations? How do I deliver bad news? Grote also explains how to tackle other thorny performance management tasks, including determining compensation and terminating poor performers. In accessible and useful language, *How to Be Good at Performance Appraisals* will help you handle performance appraisals confidently and successfully, no matter the size or culture of your organization. It's the one book you need to excel at this daunting yet critical task.

This excellent business resource outlines the best methods and proven tactics for writing and conducting meaningful and productive performance reviews that benefit both the employee and the company. Original.

The *Performance Appraisal Handbook* is a must-read for every manager, whether they're writing a performance review for the first time or the hundredth. It's packed with the information and tools you need to make their company's appraisal process work better for everyone. Readers will know: • How to write and conduct effective appraisals • How to prevent potential lawsuits stemming from an appraisal • Essential employment law basics. The 2nd edition is completely updated with latest laws and provides sample forms and policies. Also, there is now going to be a CD-ROM which will include the forms, checklists and quizzes from the book. Set the bar for outstanding performance A follow-up to the top-selling *Perfect Phrases for Performance Reviews*, this book provides managers with phrases and goals that describe

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expected future performance from their direct reports. A timesaving job aid for any performance review or plan, the book: Makes it easy for managers to set high performance goals for executives, management, or non-managers employees Includes many categories of goals, from revenue and productivity goals to quality and personal development goals • Facilitates the goal-setting process across the organization Includes a guide to writing a performance plan for any employee Featuring hundreds of ready-to-use performance goals, this practical job aid makes it simple for managers to set the bar for outstanding future results. Traditional performance management processes are often ineffective in increasing workforce engagement and fostering a positive employer-employee relationship. The established method of annually scoring employees against a list of static objectives can make employees feel undervalued and frustrated and can hinder, rather than advance, staff development. Unlocking High Performance shows you how to transform this process to get the best out of your workforce. It presents a new model for performance management based on the three components of planning, cultivation and accountability, and situates this process within the wider aims of promoting work as a healthy relationship between employer and employee rather than a restrictive contract to be complied with. Unlocking High Performance equips you with the tools needed to create clear expectations and goals, deliver feedback effectively, and to develop a culture of coaching rather than criticism. This book also provides practical guidance on how to identify and remove obstacles, effectively manage underperformance, and how to get buy-in for change. Packed with tips, tools and examples from organizations including Vistaprint, NVIDIA and South Dakota State University, this book provides everything needed to design a performance management process which will improve employee experience, help

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them reach their full potential, and ultimately deliver exceptional business results. Performance appraisals are one of the most perplexing issues in organizational life. This concisely written book covers all aspects of appraisal systems, including the what, when, where, why, how and who. It provides key tips for effectively developing, completing, and administering a variety of appraisal appraisal programs. Both managers and their employees will find this book helpful in insuringgg more accurate appraisals with less anxiety. This is a companion book to the best selling "Effective Phrases for Performance Appraisals" with well over 1 million copies sold.

Performance reviews, minus the dread. Nobody likes performance appraisals. To make the most of them, though, managers and supervisors can take advantage of this guide, complete with the phrases and words they need to confidently conduct clear, objective performance reviews. Phrases are given for common behavior and skill categories as well as for common functional areas-and they work, regardless of appraisal type.

The Right Phrase for Every Situation . . . Every Time Communication is the single most important skill for excelling as a manager. What you say and how you say it sets the tone for your department and your entire organization. Perfect Phrases for Managers and Supervisors, second edition, has been completely revised to help you communicate in today's workplace, where collaboration, cooperation, and personalization are critical to building an efficient, productive work environment. Learn the most effective language for: Setting a tone of mutual trust and respect Dealing with difficult employees and delicate problems Conducting interviews and performance reviews Empowering your people Disciplining workers or terminating employment

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More than 100,000 copies sold! Every harried interviewer knows the result of throwing out vague questions to potential employees: vague answers and potentially disastrous hiring decisions. Presented in a handy question-and-answer format, *96 Great Interview Questions to Ask Before You Hire* provides readers with the tools they need to elicit honest and complete information from job candidates, plus helpful hints on interpreting the responses. The book gives interviewers everything they need to: identify high-performance job candidates • probe beyond superficial answers • spot “red flags” indicating evasions or untruths • get references to provide real information • negotiate job offers to attract winners. Included in this revised and updated edition are new material on background checks, specific challenges posed by the up-and-coming millennial generation, and ideas for reinventing the employment application to gather more in-depth information than ever before. Packed with insightful questions, this book serves as a ready reference for both managers and human resources professionals alike. 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.

Effective Phrases for Performance Appraisals
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Appraisalpro Books

Whether you're an HR professional or a manager, chances are there's one task you really dislike: giving performance reviews. Even if you know the basic points you want to get across,

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finding the right words and committing them to paper is about as much fun as a trip to the dentist. But this handy little book puts thousands of ready-to-use words, phrases, descriptions, and action items right at your fingertips. Paul Falcone covers the 25 most commonly rated performance factors, including productivity, time management, teamwork, and decision making, plus job-specific parameters that apply in sales, customer service, finance, and many other areas. Not just for review time, the book will also be instrumental in creating job descriptions and development plans as well as for monitoring performance, progress, and problems year-round. Praise for Paul Falcone's Previous Books: "If the art and science of hiring and firing has become a puzzle, then author Paul Falcone [The Hiring and Firing Question and Answer Book] has the answer."-- Houston Business Journal "When you feel the need to document an employee's actions (or inactions), turn to this great tool [101 Sample Write-Ups for Documenting Employee Performance Problems]."-- Legal Management "[96 Great Interview Questions to Ask Before You Hire] takes the guesswork out of the interview process."-- Benefits and Compensation Solutions Paul Falcone is a human resources executive and has held senior-level positions with Nickelodeon, Paramount Pictures, and Time Warner. He is the author of several bestselling books, including 101 Sample Write-Ups for Documenting Employee Performance Problems, 101 Tough Conversations to Have with Employees, and 2600 Phrases for Setting Effective Performance Goals. He is a long-time contributor to HR Magazine. Visit him at www.PaulFalconeHR.com.

Compiling extensive research findings with real insights from the business world, this must-read book on performance appraisal explores its evolution from the classic appraisal to its current form, and the methodology behind its progression. Looking forward, Aharon Tziner and

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Edna Rabenu emphasize that well-conducted appraisals combine a mixture of classic and current, and are here to stay.

A comprehensive yet accessible handbook for writing and conducting meaningful, effective performance reviews, geared toward managers of all levels, from the author of *How to Write It*. Performance reviews are one of the best tools managers have to shape company talent and culture, develop strong channels of communication with employees, and create systemic change. However, the stress and struggle to find just the right words is often what managers and HR professionals dislike most about conducting employee evaluations. In this pithy, user-friendly handbook, author and writing teacher Sandra E. Lamb lays out the best methods and proven tactics to administer productive evaluations that benefit both parties—and the company. Lamb teaches managers how to design scoring systems for employees that track progress with hard data, how to best prepare for and conduct both in-person and written reviews, and the key words to use. Covering hard and soft skills, *3000 Power Words and Phrases for Effective Performance Reviews* includes lists of powerful phrases and words that clearly describe performance—both positive and negative—including sections targeted to specific industries and jobs. This guide empowers managers at all levels to master the art of performance reviews that achieve results.

When not handled correctly, performance appraisals can turn into nerve-wracking confrontations. If employees and managers aren't on the same page about expectations and performance, the working relationship can be seriously harmed. *Productive Performance Appraisals* gives readers all the easy-to-use tools they need to conduct an effective review -- including sample dialogs, checklists, and forms. The book shows readers how to: * plan and

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organize the appraisal session * set short- and long-term goals * elicit the employee's input * handle problems and "sticky" subjects such as promotions and disagreements. Now completely updated, the book has new sections on rating employees, justifying scores, and weaving disciplinary language into the review. Readers will also find guidance on developing career plans, keeping consistent records, communicating changes in roles, how reviews are used when determining layoffs, and much more.

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