

Thanks For The Feedback The Science And Art Of Receiving Feedback Well

Thanks for the Feedback The Science and Art of Receiving Feedback Well (even when it is Off Base, Unfair, Poorly Delivered, and Frankly, You're Not in the Mood) Penguin

The hidden brain is the voice in our ear when we make the most important decisions in our lives—but we're never aware of it. The hidden brain decides whom we fall in love with and whom we hate. It tells us to vote for the white candidate and convict the dark-skinned defendant, to hire the thin woman but pay her less than the man doing the same job. It can direct us to safety when disaster strikes and move us to extraordinary acts of altruism. But it can also be manipulated to turn an ordinary person into a suicide terrorist or a group of bystanders into a mob. In a series of compulsively readable narratives, Shankar Vedantam journeys through the latest discoveries in neuroscience, psychology, and behavioral science to uncover the darkest corner of our minds and its decisive impact on the choices we make as individuals and as a society. Filled with fascinating characters, dramatic storytelling, and cutting-edge science, this is an engrossing exploration of the secrets our brains keep from us—and how they are revealed.

"This is a Borzoi book published by Alfred A. Knopf"--Title page verso.

The triumphant New York Times Bestseller * The Tonight Show Summer Reads Pick * Named one of the best books of the year by People, Vogue, Parade, NPR, and Elle "This is one beautiful book. I was wowed by Keane's writing and narrative skill—and by what she knows about trouble." —Stephen King How much can a family forgive? Francis Gleeson and Brian Stanhope, rookie NYPD cops, are neighbors in the suburbs. What happens behind closed doors in both houses—the loneliness of Francis's wife, Lena, and the instability of Brian's wife, Anne, sets the stage for the explosive events to come. In Mary Beth Keane's extraordinary novel, a lifelong friendship and love blossoms between Kate Gleeson and Peter Stanhope, born six months apart. One shocking night their loyalties are divided, and their bond will be tested again and again over the next thirty years. Heartbreaking and redemptive, Ask Again, Yes is a gorgeous and generous portrait of the daily intimacies of marriage and the power of forgiveness.

Thank God for the Feedback is designed for use as a companion resource to help individuals explore the tools offered in Thanks for the Feedback: the Science and Art of Receiving Feedback Well (Stone & Heen, 2014) in a small group setting. Join others in wrestling with feedback from all areas of life - at work, from your spouse, in-laws or kids, and from each other. This workbook provides an 8-session study exploring the biblical truths behind the practical tools and facilitates discussion for turning even the most frustrating feedback into opportunities to drive your own personal, professional and spiritual growth.

A practical and irreverent guide to taking the sting out of feedback and reclaiming it as a motivating, empowering experience for everyone involved. Feedback: the mere mention of the word can make our blood pressure rise and our defenses go up. For many of us, it's a dirty word that we associate with bias, politics, resentment, and self-doubt. However, if we take a step back and think about its true intent, we realize that feedback needn't be a bad thing. After all, understanding how others experience us provides valuable opportunities to learn and grow. Authors M. Tamra Chandler and Laura Grealish explain how feedback got such a bad rap and how to recognize and minimize the negative physical and emotional responses that can erode trust and shut down communication. They offer a new and more ambitious definition of feedback, explore the roles we each play as Seeker, Extender, and Receiver, and introduce the three Fs of making feedback focused, fair, and frequent. You'll also find valuable exercises and strategies, along with real-world examples that illustrate how you can put these ideas into action and join in the movement to fix feedback, once and for all. When it's done right, feedback has been proven to be the most effective means of improving communication and performance for you and your organization. It's too important to give up, and with Chandler and Grealish's help, you'll be able to use it deftly, equitably, and effectively.

#1 NEW YORK TIMES BESTSELLER – OVER 3 MILLION COPIES SOLD Do you ever suspect that everyone else has life figured out and you don't have a clue? If so, Rachel Hollis has something to tell you: that's a lie. If you have ever said any of these things to yourself . . . Something else will make me happy. I'm not a good mom. I will never get past this. I am defined by my weight. I should be further along by now. . . . then you could benefit from the unflinching faith and rock-hard tenacity Rachel Hollis has in store for you. In this challenging but conversational book, Rachel exposes the twenty lies and misconceptions that too often hold us back from living joyfully and productively, lies we've told ourselves so often we don't even hear them anymore. Rachel is real and talks about real issues. More than that, she reveals the specific practical strategies that helped her move past them. In the process, she encourages, entertains, and even kicks a little butt, all to convince you to do whatever it takes to get real and become the joyous, confident woman you were meant to be. Because you really can live with passion and hustle – and give yourself grace without giving up.

This book provides expert guidance on using feedback as a performance improvement tool. It includes many simple tools readers can use to improve feedback in their work unit. The book suggests that feedback works best when the giver and receiver realize that they are in a dance together.

A game-changing model for giving effective feedback to peers, employees, or even your boss--without offending or demotivating. How are you supposed to tell someone that they're not meeting expectations without crushing their spirit? Regular feedback, when delivered skillfully, can turn average performers into the hardest workers and stars into superstars. Yet many see it as an awkward chore: Recent studies have revealed 37% of managers dread giving feedback, and 65% of employees wish their managers gave more feedback. This trail-blazing new model eliminates the guesswork. Dr. Therese Huston, the founding director of the Center for Excellence in Teaching and Learning at Seattle University, discovered that the key to being listened to is to listen. First, find out what kind of feedback an employee wants most: appreciation, coaching, or evaluation. If they crave one, they'll be more receptive once their need has been satisfied. Then Huston lays out counterintuitive strategies for delivering each type of feedback successfully, including: • Start by saying your good intentions out loud: it may feel unnecessary, but it makes all the difference. • Side with the person, not the problem: a bad habit or behavior is probably less entrenched than you think. • Give reports a chance to correct inaccurate feedback: they want an opportunity to talk more than they want you to be a good talker. This handbook will make a once-stressful ordeal feel natural, and, by greasing the wheels of regular feedback conversations, help managers improve performance, trust, and mutual understanding.

The bestselling authors of the classic Difficult Conversations teach us how to turn evaluations, advice, criticisms, and coaching into productive listening and learning We swim in an ocean of feedback. Bosses, colleagues, customers—but also family, friends, and in-laws—they all have “suggestions” for our performance, parenting, or appearance. We know that feedback is essential for healthy relationships and professional development—but we dread it and often dismiss it. That's because receiving feedback sits at the junction of two conflicting human desires. We do want to learn and grow. And we also want to be accepted just as we are right now. Thanks for the Feedback is the first book to address this tension head on. It explains why getting feedback is so crucial yet so challenging, and offers a powerful framework to help us take on life's blizzard of off-hand comments, annual evaluations, and unsolicited advice with curiosity and grace. The business world spends billions of dollars and millions of hours each year teaching people how to give feedback more effectively. Stone and Heen argue that we've got it backwards and show us why the smart money is on educating receivers— in the workplace and in personal relationships as well. Coauthors of the international bestseller Difficult Conversations, Stone and Heen have spent the last ten years working with businesses, nonprofits, governments, and families to determine what helps us learn and what gets in our way. With humor and clarity, they blend the latest insights from neuroscience and psychology with practical, hard-headed advice. The book is destined to become a classic in the world of

leadership, organizational behavior, and education.

#1 New York Times Bestseller – Soon to be a Major Motion Picture starring Amy Adams, Julianne Moore, and Gary Oldman – Available on Netflix on May 14, 2021 “Astounding. Thrilling. Amazing.” —Gillian Flynn “Unputdownable.” —Stephen King “A dark, twisty confection.” —Ruth Ware “Absolutely gripping.” —Louise Penny For readers of Gillian Flynn and Tana French comes one of the decade’s most anticipated debuts, to be published in thirty-six languages around the world and already in development as a major film from Fox: a twisty, powerful Hitchcockian thriller about an agoraphobic woman who believes she witnessed a crime in a neighboring house. It isn’t paranoia if it’s really happening . . . Anna Fox lives alone—a recluse in her New York City home, unable to venture outside. She spends her day drinking wine (maybe too much), watching old movies, recalling happier times . . . and spying on her neighbors. Then the Russells move into the house across the way: a father, a mother, their teenage son. The perfect family. But when Anna, gazing out her window one night, sees something she shouldn’t, her world begins to crumble—and its shocking secrets are laid bare. What is real? What is imagined? Who is in danger? Who is in control? In this diabolically gripping thriller, no one—and nothing—is what it seems. Twisty and powerful, ingenious and moving, *The Woman in the Window* is a smart, sophisticated novel of psychological suspense that recalls the best of Hitchcock.

If you want to understand your data using data visualization and don't know where to start, then this is the book for you. Whether you are a beginner or have years of experience, this book will help you to quickly acquire the skills and techniques used to discover, analyze, and communicate data visually. Some familiarity with databases and data structures is helpful, but not required.

In this candid, refreshing guide for young women to take with us as we run the world, Emilie Aries shows you how to own your power, know your worth, and design your career and life accordingly. Young women today face an uncertain job market, the pressure to ascend at all costs, and a fear of burning out. But the landscape is changing, and women are taking an assertive role in shaping our careers and lives, while investing more and more in our community of support. *Bossed Up* teaches you how to: Break out of the "martyrdom mindset," and cultivate your Boss Identity by getting clear on what you really want for your career and life without apology; Hone the self-advocacy skills necessary for success; Understand the differences between being assertive (which is part of being a leader) and being aggressive (which is more like being a bully) - and how that clarity can transform your trajectory; Beat burnout by identifying how the warning signs may be showing up in your life and how to prioritize bringing more rest, purpose, agency, and community to your day-to-day life; Unpack the steps to cultivating something more than just confidence; a boss identity, which will establish your ability to be the boss of your life no matter what comes your way. Drawing from timely research, and with personal stories, and spotlights on a diverse group of women from the *Bossed Up* community, this book will show you how to craft a happy, healthy, and sustainable career path you'll love.

Drawing on ten years of working with businesses, nonprofits, governments, and families, the authors combine the latest insights from neuroscience and psychology with practical advice to explain how to turn feedback into productive listening and learning.

See faster results through everyday feedback. *The Feedback Imperative: How to Give Everyday Feedback to Speed Up Your Team's Success* reveals the hidden reasons why giving feedback to employees can be so difficult and yet so urgently needed in today's workplace, and provides the definitive steps for overcoming feedback avoidance and taking great leaps forward with employee engagement, retention, and performance. Anna Carroll applies her extensive research and expertise in business consulting and psychology to illustrate how brain science, generational trends, our information economy, limiting beliefs, and organizational culture collide in the new workplace, creating a huge gap between the supply and demand of helpful professional feedback. In her “Seven Steps to Everyday Feedback” and sixteen tools for self-assessment and planning, Carroll provides detailed instructions for leaders to execute a feedback turnaround that will quench their team members’ thirst for helpful feedback and build a culture in which employee-to-leader and peer-to-peer feedback are welcome as well. From award-winning author Paulina Bren comes the “captivating portrait” (*The Wall Street Journal*) of New York’s most famous residential hotel—The Barbizon—and the remarkable women who lived there. Welcome to New York’s legendary hotel for women. Liberated from home and hearth by World War I, politically enfranchised and ready to work, women arrived to take their place in the dazzling new skyscrapers of Manhattan. But they did not want to stay in uncomfortable boarding houses. They wanted what men already had—exclusive residential hotels with maid service, workout rooms, and private dining. Built in 1927, at the height of the Roaring Twenties, the Barbizon Hotel was designed as a luxurious safe haven for the “Modern Woman” hoping for a career in the arts. Over time, it became the place to stay for any ambitious young woman hoping for fame and fortune. Sylvia Plath fictionalized her time there in *The Bell Jar*, and, over the years, it’s almost 700 tiny rooms with matching floral curtains and bedspreads housed, among many others, Titanic survivor Molly Brown; actresses Grace Kelly, Liza Minnelli, Ali MacGraw, Jaclyn Smith; and writers Joan Didion, Gael Greene, Diane Johnson, Meg Wolitzer. *Mademoiselle* magazine boarded its summer interns there, as did Katharine Gibbs Secretarial School its students and the Ford Modeling Agency its young models. Before the hotel’s residents were household names, they were young women arriving at the Barbizon with a suitcase and a dream. Not everyone who passed through the Barbizon’s doors was destined for success—for some, it was a story of dashed hopes—but until 1981, when men were finally let in, the Barbizon offered its residents a room of their own and a life without family obligations. It gave women a chance to remake themselves however they pleased; it was the hotel that set them free. No place had existed like it before or has since. “Poignant and intriguing” (*The New Republic*), *The Barbizon* weaves together a tale that has, until now, never been told. It is both a vivid portrait of the lives of these young women looking for something more and a “brilliant many-layered social history of women’s ambition and a rapidly changing New York through the 20th century” (*The Guardian*).

Hold anyone accountable. Master performance discussions. Get RESULTS. Broken promises, missed deadlines, poor behavior--they don't just make others' lives miserable; they can sap up to 50 percent of organizational performance and account for the vast majority of divorces. *Crucial Accountability* offers the tools for improving relationships in the workplace and in life and for resolving all these problems--permanently. PRAISE FOR CRUCIAL ACCOUNTABILITY: "Revolutionary ideas ... opportunities for breakthrough ..." -- Stephen R. Covey, author of *The 7 Habits of Highly Effective People* "Unleash the true potential of a relationship or organization and move it to the next level." -- Ken Blanchard, coauthor of *The One Minute Manager* "The most recommended and most effective resource in my library." -- Stacey Allerton Firth, Vice President, Human Resources, Ford of Canada "Brilliant strategies for those difficult discussions at home and in the workplace." -- Soledad O'Brien, CNN news anchor and producer "This book is the real deal.... Read it, underline it, learn from it. It's a gem." -- Mike Murray, VP Human Resources and Administration (retired), Microsoft

Get up to speed on Scala, the JVM language that offers all the benefits of a modern object model, functional programming, and an advanced type system. Packed with code examples, this comprehensive book shows you how to be productive with the language and ecosystem right away, and explains why Scala is ideal for today's highly scalable, data-centric applications that support concurrency and distribution. This second edition covers recent language features, with new chapters on pattern matching, comprehensions, and advanced functional programming. You'll also learn about Scala's command-line tools, third-party tools, libraries, and language-aware plugins for editors and IDEs. This book is ideal for beginning and advanced Scala developers alike. Program faster with Scala's succinct and flexible syntax Dive into basic and advanced functional programming (FP) techniques Build killer big-data apps, using Scala's functional combinators Use traits for mixin composition and pattern matching for data extraction Learn the sophisticated type system that combines FP and object-oriented programming concepts Explore Scala-

specific concurrency tools, including Akka Understand how to develop rich domain-specific languages Learn good design techniques for building scalable and robust Scala applications

How Successful Career Changers Turn Fantasy into Reality Whether as a daydream or a spoken desire, nearly all of us have entertained the notion of reinventing ourselves. Feeling unfulfilled, burned out, or just plain unhappy with what we're doing, we long to make that leap into the unknown. But we also hold on, white-knuckled, to the years of time and effort we've invested in our current profession. In this powerful book, Herminia Ibarra presents a new model for career reinvention that flies in the face of everything we've learned from "career experts." While common wisdom holds that we must first know what we want to do before we can act, Ibarra argues that this advice is backward. Knowing, she says, is the result of doing and experimenting. Career transition is not a straight path toward some predetermined identity, but a crooked journey along which we try on a host of "possible selves" we might become. Based on her in-depth research on professionals and managers in transition, Ibarra outlines an active process of career reinvention that leverages three ways of "working identity": experimenting with new professional activities, interacting in new networks of people, and making sense of what is happening to us in light of emerging possibilities. Through engrossing stories—from a literature professor turned stockbroker to an investment banker turned novelist—Ibarra reveals a set of guidelines that all successful reinventions share. She explores specific ways that hopeful career changers of any background can: Explore possible selves Craft and execute "identity experiments" Create "small wins" that keep momentum going Survive the rocky period between career identities Connect with role models and mentors who can ease the transition Make time for reflection—without missing out on windows of opportunity Decide when to abandon the old path in order to follow the new Arrange new events into a coherent story of who we are becoming. A call to the dreamer in each of us, *Working Identity* explores the process for crafting a more fulfilling future. Where we end up may surprise us.

In *The Secrets of Happy Families*, New York Times bestselling author Bruce Feiler has drawn up a blueprint for modern families — a new approach to family dynamics, inspired by cutting-edge techniques gathered from experts in the disciplines of science, business, sports, and the military. The result is a funny and thought-provoking playbook for contemporary families, with more than 200 useful strategies, including: the right way to have family dinner, what your mother never told you about sex (but should have), and why you should always have two women present in difficult conversations... Timely, compassionate, and filled with practical tips and wise advice, Bruce Feiler's *The Secrets of Happy Families: Improve Your Mornings, Rethink Family Dinner, Fight Smarter, Go Out and Play, and Much More* should be required reading for all parents.

WINNER • 2021 PULITZER PRIZE IN BIOGRAPHY • WINNER — 2020 NATIONAL BOOK AWARD FOR NONFICTION • TIME Magazine — 10 Best Nonfiction Books of 2020 • A New York Times Notable Book of 2020 and Editors' Choice Selection • Best Books of 2020: NPR, Washington Post, Library Journal, Chicago Public Library • Excerpted in *The New Yorker* • Longlisted — Andrew Carnegie Medal for Excellence in Nonfiction • Best Books of Fall 2020 — O, the Oprah Magazine, *The Week*, St. Louis Post-Dispatch An epic biography of Malcolm X finally emerges, drawing on hundreds of hours of the author's interviews, rewriting much of the known narrative. Les Payne, the renowned Pulitzer Prize-winning investigative journalist, embarked in 1990 on a nearly thirty-year-long quest to interview anyone he could find who had actually known Malcolm X—all living siblings of the Malcolm Little family, classmates, street friends, cellmates, Nation of Islam figures, FBI moles and cops, and political leaders around the world. His goal was ambitious: to transform what would become over a hundred hours of interviews into an unprecedented portrait of Malcolm X, one that would separate fact from fiction. The result is this historic biography that conjures a never-before-seen world of its protagonist, a work whose title is inspired by a phrase Malcolm X used when he saw his Hartford followers stir with purpose, as if the dead were truly arising, to overcome the obstacles of racism. Setting Malcolm's life not only within the Nation of Islam but against the larger backdrop of American history, the book traces the life of one of the twentieth century's most politically relevant figures "from street criminal to devoted moralist and revolutionary." In tracing Malcolm X's life from his Nebraska birth in 1925 to his Harlem assassination in 1965, Payne provides searing vignettes culled from Malcolm's Depression-era youth, describing the influence of his Garveyite parents: his father, Earl, a circuit-riding preacher who was run over by a street car in Lansing, Michigan, in 1929, and his mother, Louise, who continued to instill black pride in her children after Earl's death. Filling each chapter with resonant drama, Payne follows Malcolm's exploits as a petty criminal in Boston and Harlem in the 1930s and early 1940s to his religious awakening and conversion to the Nation of Islam in a Massachusetts penitentiary. With a biographer's unwavering determination, Payne corrects the historical record and delivers extraordinary revelations—from the unmasking of the mysterious NOI founder "Fard Muhammad," who preceded Elijah Muhammad; to a hair-raising scene, conveyed in cinematic detail, of Malcolm and Minister Jeremiah X Shabazz's 1961 clandestine meeting with the KKK; to a minute-by-minute account of Malcolm X's murder at the Audubon Ballroom. Introduced by Payne's daughter and primary researcher, Tamara Payne, who, following her father's death, heroically completed the biography, *The Dead Are Arising* is a penetrating and riveting work that affirms the centrality of Malcolm X to the African American freedom struggle.

"Sleep is one of the most important but least understood aspects of our life, wellness, and longevity ... An explosion of scientific discoveries in the last twenty years has shed new light on this fundamental aspect of our lives. Now ... neuroscientist and sleep expert Matthew Walker gives us a new understanding of the vital importance of sleep and dreaming"--Amazon.com.

A family returns to their hometown—and to the dark past that haunts them still—in this masterpiece of literary horror by the New York Times bestselling author of *Wanderers* "The dread, the scope, the pacing, the turns—I haven't felt all this so intensely since *The Shining*."—Stephen Graham Jones, New York Times bestselling author of *The Only Good Indians* Long ago, Nathan lived in a house in the country with his abusive father—and has never told his family what happened there. Long ago, Maddie was a little girl making dolls in her bedroom when she saw something she shouldn't have—and is trying to remember that lost trauma by making haunting sculptures. Long ago, something sinister, something hungry, walked in the tunnels and the mountains and the coal mines of their hometown in rural Pennsylvania. Now, Nate and Maddie Graves are married, and they have moved back to their hometown with their son, Oliver. And now what happened long ago is happening again . . . and it is happening to Oliver. He meets a strange boy who becomes his best friend, a boy with secrets of his own and a taste for dark magic. This dark magic puts them at the heart of a battle of good versus evil and a fight for the soul of the family—and perhaps for all of the world. But the Graves family has a secret weapon in this battle: their love for one another.

The authors of the classic *Difficult Conversations* teach you how to take criticism productively in *Thanks for the Feedback*. We get feedback every day of our lives, from friends and family, colleagues, customers, and bosses, teachers, doctors, and strangers. We're assessed, coached, and criticized about our performance, personalities and appearance. We know that feedback is

essential for professional development and healthy relationships - but we dread it and even dismiss it. That's because while we want to learn and grow, we also want to be accepted just as we are. Thanks for the Feedback is the first book to address this tension head on. In it, the world-renowned team behind the Harvard Negotiation Project offer a simple framework and powerful tools, showing us how to take on life's blizzard of comments and advice with curiosity and grace. 'I'll admit it: Thanks for the Feedback made me uncomfortable. And that's one reason I liked it so much. With keen insight and lots of practical takeaways, it reveals why getting feedback is so hard - and then how we can do better' Daniel H. Pink, author of To Sell Is Human and Drive 'Thanks for the Feedback is a road map to more self-awareness, greater learning, and richer relationships. A tour de force' Adam Grant, Wharton professor and author of Give and Take Douglas Stone and Sheila Heen are Lecturers on Law at Harvard Law School and cofounders of Triad Consulting. Their clients include the White House, Citigroup, Honda, Johnson & Johnson, Time Warner, Unilever, and many others. They are co-authors of the international bestseller Difficult Conversations. Stone lives in Cambridge, MA. Heen lives with her husband and three children in a farmhouse north of Cambridge, MA.

New breakthrough thinking in organizational learning, leadership, and change Continuous improvement, understanding complex systems, and promoting innovation are all part of the landscape of learning challenges today's companies face. Amy Edmondson shows that organizations thrive, or fail to thrive, based on how well the small groups within those organizations work. In most organizations, the work that produces value for customers is carried out by teams, and increasingly, by flexible team-like entities. The pace of change and the fluidity of most work structures means that it's not really about creating effective teams anymore, but instead about leading effective teaming. Teaming shows that organizations learn when the flexible, fluid collaborations they encompass are able to learn. The problem is teams, and other dynamic groups, don't learn naturally. Edmondson outlines the factors that prevent them from doing so, such as interpersonal fear, irrational beliefs about failure, groupthink, problematic power dynamics, and information hoarding. With Teaming, leaders can shape these factors by encouraging reflection, creating psychological safety, and overcoming defensive interpersonal dynamics that inhibit the sharing of ideas. Further, they can use practical management strategies to help organizations realize the benefits inherent in both success and failure. Presents a clear explanation of practical management concepts for increasing learning capability for business results Introduces a framework that clarifies how learning processes must be altered for different kinds of work Explains how Collaborative Learning works, and gives tips for how to do it well Includes case-study research on Intermountain healthcare, Prudential, GM, Toyota, IDEO, the IRS, and both Cincinnati and Minneapolis Children's Hospitals, among others Based on years of research, this book shows how leaders can make organizational learning happen by building teams that learn.

Take charge of your career by taking charge of your business relationships and communication skills. We all know how it feels when our colleagues talk about us but not to us. It's frustrating, and it creates tension. When effective communication is missing in the workplace, employees feel like they're working in the dark. Leaders don't have crucial conversations; managers are frustrated when outcomes are not what they expect; and employees often don't get positive feedback or constructive feedback. Many of us remain passive against poor communication habits and communication barriers, hoping that business communication will miraculously improve--but it won't. Business communication and relationships won't improve without skills and effort. The people you work with can work with you, around you, or against you. How people work with you depends on the business relationships you cultivate. Do your colleagues trust you? Can they speak openly to you when projects and tasks go awry? Do you have effective communication skills? Take charge of your career by eliminating communication barriers and taking charge of your business relationships. Make your work environment less tense and more productive by improving communication skills. Set relationship expectations, work with people how they like to work, and give positive feedback and constructive feedback. In How to Say Anything to Anyone, you'll learn how to: - ask for what you want at work - improve communication skills - strengthen all types of working relationships - reduce the gossip and drama in your office - tell people when you're frustrated and have difficult conversations in a way that resonates - take action on your ideas and feelings - get honest positive feedback and constructive feedback on your performance Harley shares the real-life stories of people who have struggled to get what they want at work. With her clear and specific business communication roadmap in hand, Harley enables you to improve communication skills and create the career and business relationships you really want--and keep them.

NEW YORK TIMES BESTSELLER • From the bestselling author of *Before We Were Yours* comes a new historical novel: the dramatic story of three young women searching for family amid the destruction of the post-Civil War South, and of a modern-day teacher who learns of their story and its vital connection to her students' lives. Bestselling author Lisa Wingate brings to life startling stories from actual "Lost Friends" advertisements that appeared in Southern newspapers after the Civil War, as newly freed slaves desperately searched for loved ones who had been sold away. *Louisiana, 1875*: In the tumultuous era of Reconstruction, three young women set off as unwilling companions on a perilous quest: Hannie, a freed slave; Lavinia, the pampered heir to a now destitute plantation; and Juneau Jane, Lavinia's Creole half sister. Each carries private wounds and powerful secrets as they head for Texas, following roads rife with vigilantes and soldiers still fighting a war lost a decade before. For Lavinia and Juneau Jane, the journey is one of stolen inheritance and financial desperation, but for Hannie, torn from her mother and siblings before slavery's end, the pilgrimage west reignites an agonizing question: Could her long-lost family still be out there? Beyond the swamps lie the limitless frontiers of Texas and, improbably, hope. *Louisiana, 1987*: For first-year teacher Benedetta Silva, a subsidized job at a poor rural school seems like the ticket to canceling her hefty student debt—until she lands in a tiny, out-of-step Mississippi River town. Augustine, Louisiana, is suspicious of new ideas and new people, and Benny can scarcely comprehend the lives of her poverty-stricken students. But amid the gnarled live oaks and run-down plantation homes lie the century-old history of three young women, a long-ago journey, and a hidden book that could change everything.

#1 NEW YORK TIMES BESTSELLING PHENOMENON More than 6 million copies sold A Reese Witherspoon x Hello Sunshine Book Club Pick A Business Insider Defining Book of the Decade "I can't even express how much I love this book! I didn't want this story to end!"--Reese Witherspoon "Painfully beautiful."--The New York Times Book Review For years, rumors of the "Marsh Girl" have haunted Barkley Cove, a quiet town on the North Carolina coast. So in late 1969, when handsome Chase Andrews is found dead, the locals immediately suspect Kya Clark, the so-called Marsh Girl. But Kya is not what they say. Sensitive and intelligent, she has survived for years alone in the marsh that she calls home, finding friends in the gulls and lessons in the sand. Then the time comes when she yearns to be touched and loved. When two young men from town become intrigued by her wild beauty, Kya opens herself to a new life--until the unthinkable happens. *Where the Crawdads Sing* is at once an exquisite ode to the natural world, a heartbreaking coming-of-age story, and a surprising tale of possible murder. Owens reminds us that we are forever

shaped by the children we once were, and that we are all subject to the beautiful and violent secrets that nature keeps.

The authors cover difficult situations in both personal and professional life.

The murder of a world-famous physicist raises fears that the Illuminati are operating again after centuries of silence, and religion professor Robert Langdon is called in to assist with the case.

Do you want more free book summaries like this? Download our app for free at <https://www.QuickRead.com/App> and get access to hundreds of free book and audiobook summaries. Learn how to approach difficult conversations and discuss what matters most. Difficult conversations are a part of everyday life. Each day we either attempt or avoid such conversations, whether it's confronting an underperforming employee or simply disagreeing with a spouse. Unfortunately, these tough conversations are inevitable so perhaps it's time to learn how to have one productively. Thankfully, authors Douglas Stone, Bruce Patton, and Sheila Heen have put together tips and tricks to help you become better at communicating. As you read, you'll learn about the common mistakes people make when having difficult conversations as well as how to arm yourself with the tools you need to prevent them. In the end, you'll learn how to communicate effectively and have difficult conversations without hurting anyone in the process. Keep reading to learn how every discussion has Three Conversations and how you can approach and improve each one for more meaningful, purposeful conversations.

The performance evaluation at work, The parenting advice from your mother-in-law, The lecture by the cop who just pulled you over, Those suddenly too-tight jeans. Everyone's got feedback for you. We get feedback every day of our lives, from friends and family, colleagues, customers, and bosses, teachers, doctors, and strangers. We're assessed, coached, and criticized about our performance, personalities and appearance. We know that feedback is essential for professional development and healthy relationships - but we dread it and even dismiss it. That's because while we want to learn and grow, we also want to be accepted just as we are. Thanks for the Feedback is the first book to address this tension head on. In it, the world-renowned team behind the Harvard Negotiation Project offer a simple framework and powerful tools, showing us how to take on life's blizzard of comments and advice with curiosity and grace. 'Thanks for the Feedback is a potentially life-changing look at one of the toughest but most important parts of life: receiving feedback. It's a road map to more self-awareness, greater learning, and richer relationships. A tour de force.' Adam Grant, Wharton professor and author of Give and Take 'I'll admit it: Thanks for the Feedback made me uncomfortable. And that's one reason I liked it so much'. Daniel H. Pink, author of Drive

Use the power of the Enneagram to become a more effective, capable leader The Enneagram at Work is the first book to harness the insight of the Enneagram to transform leadership in today's workplace. A veteran of the high-profile hospitality industry with two decades of experience working with the Enneagram, author Jim McPartlin has seen firsthand the way self-awareness can radically transform leadership, strengthen teams, and spark creative solutions. From giving and accepting criticism to fostering strong mentorships and managing conflict, The Enneagram at Work will give you invaluable tools for growing and thriving in your career. For the longtime Enneagram fan or those who are just learning to identify their type, The Enneagram at Work helps readers explore the full breadth of their type, becoming aware of their blindspots in the workplace and leaning into their strengths more fully. Each chapter includes actionable exercises and practices so that readers can move from learning to doing and apply their insights in the real world.

Shows how to make the most of conversations by communicating clearly and forcefully, offering advice on how to overcome barriers to meaningful conversation, confront tough issues, and leverage new skills for frictionless debate.

The secret to giving better feedback isn't what we say – it's what others hear. Too often, people hear about a past they can't control, not a future they can. That changes with "feedforward" – a radical approach to sharing feedback that unleashes the performance and potential of everyone around us. From managers and coaches trying to energize their teams, to teachers hoping to motivate their students, to parents looking to empower their children, people from all walks of life want others to hear what they have to say. Through a lively blend of stories and studies, The Feedback Fix shows them how by presenting a six-part REPAIR plan that spreads feedforward across boardrooms, classrooms, and even dining rooms. Even with drastic changes in how we work and live, the experiences we create for others – joy or fear, growth or decline, success or failure – still hang on the feedback we share. The Feedback Fix makes a compelling argument for getting what we want by giving others what they need – all while rebuilding the way we lead, learn, and live.

"Maintaining performance today is no longer simply about having an annual appraisal and telling employees \"you must try harder.\" Research demonstrates that regular discussions about performance and providing feedback to the people you manage is a more effective way to motivate them and keep them on track. Distilled into this single, handy-sized volume are 50 tips, advice and techniques to help any manager become quickly skilled at regularly discussing performance, setting goals and objectives and providing the necessary feedback to ensure individuals and teams thrive in the company. Structured into five key parts, each of the 50 concise chapters also contains a practical exercise to help the reader understand and implement the concepts and ideas of this book." LID Publishing's popular Concise Advice Lab notebooks are designed to be quick and comprehensive brainstorming tools and skill-building resources for busy professionals. The small trim size makes it easy to take along in a briefcase or purse. Interior pages are matte finish, so ink won't smear, and there's plenty of space to jot notes. A ribbon makes it easy to mark your place, and the elastic outer band keeps the notebook closed.

This book will guide you through learning how to receive critical feedback, developing skills for self-talk, understanding how to give constructive feedback effectively, and handling special problems.

The year's most brutal, cinematic thrill ride is also one of its most critically acclaimed novels. Dazed and Confused meets 28 Days Later in this "wickedly entertaining," (Kirkus Reviews) "volcano of a book" (Nathan Ballingrud, author of Wounds) as a lonely young woman teams up with a group of fellow outcasts to survive the night in a town overcome by a science experiment gone wrong. A Best Book of the Month for Den of Geek, Omnivoracious, Mystery & Suspense, and Tor. A Goodreads' 2020 Readers Choice Nominee for Best Horror, and one of the Best Books of 2020 for The Lineup, Booked, and Unsettling Reads. Turner Falls is a small tourist town nestled in the hills of central Oregon. When a terrifying outbreak rapidly develops, this idyllic town becomes the epicenter of an epidemic of violence. The Loop is a "wild and wonderfully scary novel" (Richard Chizmar, author of Gwendy's Magic Feather) that offers a "hilarious and horrifying" (Brian Keene, author of The Rising) look at what one team of misfits can accomplish as they fight to live through the night. "[A] harrowing thrill ride of the first order and an uncompromising page-turner, easily securing its spot as one of the best novels of 2020." —Rue Morgue (featured "Dante's Pick" Review) "Like the best of Crichton or Bentley, it is a great beach read, but it is infused with the neon blood of a brave new writer... [A] kind of literary roller coaster. It will take you to thrilling highs and terrifying lows..." —Los Angeles Review of Books "The Loop is the gore-soaked, anxiety-inducing, diabolically funny Richard Linklater/David Cronenberg mashup you never knew you wanted but can't—or at least shouldn't—live without." —The Big Thrill "Unputdownable...Fans of The Twilight Zone, The X-Files, and Stranger Things will be especially thrilled." —Publishers Weekly (starred review) "A satisfyingly dark satire of, well, everything...[a] heart-pounding and deeply unsettling tale." —Booklist "The Loop is a remarkably propulsive novel, cinematic in the best way, with perfectly tuned tension and excellent character choices...a headlong, straightforward pleasure." —Locus "The Loop is the Cronenberg film we never got." —Nathan Ballingrud, author of North American Lake Monsters and Wounds

It doesn't matter if RJ hears compliments or constructive feedback, he is never sure how to respond. With guidance from his family, RJ learns why feedback, even when it's difficult to accept, is information he can use to become a better person.

A heartstopping, poignant, epic adventure story about a boy destined to live forever, who only wants to grow up. Without death, life is just existence. Have you ever wondered what it would be like to live forever? Well, Alfie Monk can tell you. He may seem like an ordinary eleven-year-old boy, but he's actually more than a thousand years old--and remembers the last Viking invasion of England, not to mention the French Revolution and both World Wars. Way back in the tenth century, he and his mother were given the alchemical secret to eternal life. But when everything Alfie knows is destroyed in a fire, and the modern world intrudes, he must embark on a mission--along with friends Aidan and Roxy--to find a way to reverse the process and grow up like a regular boy. This astonishing new novel from the author of *Time Traveling with a Hamster*, told in alternating perspectives by Alfie and Aidan, is a tour de force--a sweeping epic that takes you on an unforgettable, breathtaking adventure and asks big questions about the meaning of life.

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