

Perfect Phrases For Documenting Employee Performance Problems Perfect Phrases Series

End every manager's nightmare: conducting performance appraisals.

All managers want to hold their employees accountable for results and help them accomplish more, but few know how. Moving beyond the annual performance review, *Keeping Employees Accountable for Results* offers managers quick, step-by-step advice on setting expectations, monitoring progress, giving feedback, and following through.

Hands-on help for quickly and persuasively writing company-mandated performance appraisals Writing performance appraisals is one of the most difficult and time-consuming tasks managers face. *Perfect Phrases for Performance Reviews* simplifies the job, providing a comprehensive collection of phrases that managers can use to describe employee performance, provide directions for improvement, and more. For example: "Sets priorities well" "Misses important deadlines" "Thorough, reliable, and accurate" All managers and HR professionals will value the book for its: Hundreds of ready-to-use phrases, organized by job skill and performance level Tips for documenting performance issues and conducting face-to-face reviews Easily adapted performance review templates covering five performance levels With the wide-ranging assortment of descriptions available in this book, managers will be able to find the perfect terms to help them analyze and understand the work performance of each person they work with.

THE RIGHT PHRASE FOR EVERY SITUATION . . . EVERY TIME Employees respond to organizational change with worry, fear, and sometimes even panic. Your job is to keep them motivated and focused—so you must choose your words carefully during times of upheaval. *Perfect Phrases for Communicating Change* has hundreds of ready-to-use phrases for ensuring your employees make the transition with clarity, commitment, and skill. Learn the most effective language for: Articulating new company initiatives Responding to questions with confidence Easing employees' fears Clarifying roles and responsibilities Addressing resistance and performance problems Praise for *Perfect Phrases for Communicating Change* "Perfect Phrases for Communicating Change is a wonderful book, filled with practical, solid advice, suggestions, and examples for how to communicate effectively in a time of change." John Krajicek, Executive Professor and Assistant Director of Business Communication Studies, Texas A&M University "Communication during organizational change is everything. The right words at the right time can make all the difference between a successful and unsuccessful change initiative. This is a wonderful resource for finding the right words and sentiments to convey any type of change." Robert J. Marshak, Ph.D., author of *Covert Processes at Work: Managing the Five Hidden Dimensions of Organizational Change* "Finding the right words to communicate change is challenging, even for the best of managers. In this user-friendly text, Lawrence and Antoine provide hundreds of practical phrases to better prepare managers for the task. The book is rich with insightful suggestions on change messaging considerations and construction." Edward Ferris, Assistant Professor, The New School for Management and Urban Policy "In my over 20 years of running companies and corporate divisions I have seen a direct correlation between the quality of communication of my managers and their success in the business world. If you aspire to be an effective, efficient, and productive leader then I highly recommend this book. It is an outstanding reference guide and road map for pragmatic yet inspirational communication techniques." Mitch Pisik, President and CEO, Breckwell Products

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 The ideal reference for anyone trying to create the most professional and polished cover letter possible, this book offers phrases that help create a strong first impression for prospective employers.

Perfect Phrases for the Right Situation, Every Time Whether it's hiring employees or creating teams, the *Perfect Phrases* series has the tools for precise, effective communication in any situation. With *Perfect Phrases* books, you have all the phrases you need to get things done, right at your fingertips!

A well-crafted performance plan has the power to dramatically impact a company's bottom line by increasing efficiency and effectiveness in the workplace. This uniquely practical book provides a customizable appraisal template covering the essential areas of performance and conduct and reveals how you can adapt it to fit varying business strategies. Taking into account factors such as workforce composition, company growth stage, and organizational goals and challenges, *The Performance Appraisal Tool Kit* shows you how to: * Profile ideal employee performance and behavior * Design competencies that power performance, both at the individual and enterprise level * Drive future change by setting your organization's strategic direction * Retool the appraisal as needed to ratchet up expectations over time Complete with model performance templates that make redesigning your current program simpler, this one-of-a-kind guide will help you create a dynamic appraisal system that's flexible and adaptable enough to accommodate market changes, revised priorities, and increasing productivity targets. This book is approved for HRCI Recertification Credit. See the SHRM store website for details.

Powerful phrases for effective communication in every management situation The latest addition to the bestselling *Perfect Phrases* series, *Perfect Phrases for Managers and Supervisors* is an indispensable tool for novice to mid-level managers and frontline supervisors. Corporate communications guru Meryl Runion coaches readers in the six fundamentals of effective delivery, including "Be Short, Specific, Targeted," and "Say What You Mean, Mean What You Say, and Don't Be Mean When You Say It." And she arms them with: Hundreds of perfect phrases for every phase of

management, from supervising operations, to performance reviews, to communicating the company's mission Expert advice on effective communication, with tips on what to say and what not to say, establishing the right tone, establishing authority, and more Phrases for hundreds of specific tasks, including delegating, giving feedback, empowering employees, handling emotional employees, disciplining, and terminating

There's no escaping problem employees. But with 101 prewritten disciplinary write-ups at a manager's fingertips, there is a way to escape the headaches, anxiety, and potential legal trouble of performance review or counseling sessions. Completely updated and covering the latest developments in employment law, the second edition of 101 Sample Write-Ups for Documenting Employee Performance Problems explains the disciplinary process from beginning to end and provides ready-to-use model documents—in print and on disk—that eliminate the stress and second-guessing about what to do and say. Expertly written, the write-ups cover every kind of problem—substandard work quality, absenteeism, insubordination, e-mail misuse, sexual harassment, drug or alcohol abuse, and more. Readers will also find new information on laying the ground work for a tidy dismissal; tying progressive discipline to annual performance reviews; formally addressing intermittent FMLA abuse; ways to avoid drafting documentation that could later be used against their company; and much more. There is perhaps no more dreaded managerial task than communicating with an employee about a disciplinary problem, but this one-of-a-kind guide helps managers handle any scenario fairly, constructively, and, most importantly—legally.

The Right Phrase for Every Situation...Every Time Keeping employees motivated is crucial to your company's performance. This comprehensive, quick-reference guide for managers offers you hundreds of ready-to-use phrases at your fingertips. No matter what the situation--whether you're giving a pep talk or inspiring a direct report in a one-on-one meeting--Perfect Phrases for Motivating & Rewarding Employees will provide you with the right words at right time. Learn how to: Create a positive work environment Motivate people to achieve goals Handle difficult employees and challenging situations Provide feedback that enhances performance This easy-to-use guide includes everything you need to succeed--the winning words and all-purpose phrases that will motivate you and your team to be the best you can be.

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 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.

Find the right words to communicate with teachers, other educators, personnel, vendors, and more Perfect Phrases for School Administrators contains features the key words, phrases, acronyms, jargon and buzzwords used in the field of education and training. You can use these words to write teacher evaluations, settle union issues and contract disputes, deal with vendors and sales reps, communicate effectively with staff, deescalate grievances, and more.

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, 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.

From the creator of the popular website Ask a Manager and New York's work-advice columnist comes a witty, practical guide to 200 difficult professional conversations—featuring all-new advice! There's a reason Alison Green has been called “the Dear Abby of the work world.” Ten years as a workplace-advice columnist have taught her that people avoid awkward conversations in the office because they simply don't know what to say. Thankfully, Green does—and in this incredibly helpful book, she tackles the tough discussions you may need to have during your career. You'll learn what to say when • coworkers push their work on you—then take credit for it • you accidentally trash-talk someone in an email then hit “reply all” • you're being micromanaged—or not being managed at all • you catch a colleague in a lie • your boss seems unhappy with your work • your cubemate's loud speakerphone is making you homicidal • you got drunk at the holiday party Praise for Ask a Manager “A must-read for anyone who works . . . [Alison Green's] advice boils down to the idea that you should be professional (even when others are not) and that communicating in a straightforward manner with candor and kindness will get you far, no matter where you work.”—Booklist (starred review) “The author's friendly, warm, no-nonsense writing is a pleasure to read, and her advice can be widely applied to relationships in all areas of readers' lives. Ideal for anyone new to the job market or new to management, or anyone hoping to improve their work experience.”—Library Journal (starred review) “I am a huge fan of Alison Green's Ask a Manager column. This book is even better. It teaches us how to deal with many of the most vexing big and little problems in our workplaces—and to do so with grace, confidence, and a sense of humor.”—Robert Sutton, Stanford professor and author of The No Asshole Rule and The Asshole Survival Guide “Ask a Manager is the ultimate playbook for navigating the traditional workforce in a diplomatic but firm way.”—Erin Lowry, author of Broke Millennial: Stop Scraping By and Get Your Financial Life Together

Expert advice for helping an applicant's chances of acceptance by choosing the right words and phrases As a teacher, professor, or an employer, you are often called upon for letters of recommendation--and probably as often find yourself stumped about what

to say. It can be a daunting task when someone's future is in the balance. This book, written by a writing expert, will help you find the right words--and avoid the pitfalls--of creating a letter of recommendation. Author Paul Bodine explains what makes a recommendation letter good and also what can make it ineffective. The book contains paragraph-length examples of effective recommendation letter writing for all types of situations.

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 Perfect Phrases for Coaching Employee Performance gives you the language to empower, engage, and develop your employees. Filled with hundreds of words and phrases you can use in virtually every coaching situation, this go-to guide provides everything you need for: Onboarding and training Conducting performance reviews Setting employee goals Coaching high and low performers Creating powerful teams Building strong relationships

Perfect Phrases for Documenting Employee Performance Problems McGraw Hill Professional

Revised, expanded, and up-to-the-minute—the leading guide to serving the modern organization's onboarding needs It's a challenge overlooked by many: The need to bring recent hires into the fold, smoothly, effectively, and rapidly. And in this state-of-the-art multi-phased guide to integrating new employees into an organization, Doris Sims, longtime HR and onboarding guru again redefines the expectations of what effective HR training and succession management can do for your business. Fully updated with new case studies of best practices from successful companies, Creative Onboarding is the edge your business needs. The most complete resource for helping employees do their best work from the minute they first walk in the door, this book delivers an arsenal of high-end strategies and skills, including: Activities and checklists to help focus your onboarding efforts Advice on designing and implementing programs for employees at any level that mesh with existing organizational cultures The latest tools, technologies that create programs with impact Ways to measure results--and make positive adjustments on the fly In today's hyper-competitive business environment, seamless onboarding is an absolute necessity. And Creative Onboarding puts within easy reach the benefits of improved retention and performance, along with drastically reduced HR-related overhead. Topics covered include: Designing New Employee Onboarding: Companies Who Do it Right • New Tools and Technologies to Make Your Program Fun and Memorable • Onboarding New Managers • Onboarding FAQs • and more

A complete tool kit for handling disciplinary problems in a fair, responsible, and legally defensible way.

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 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 you and your employees.

The Right Phrase for Every Situation . . . Every Time WNo matter how much you love your job, you will inevitably run into difficult situations on the job that test your ability to keep your cool. Written by the author of Perfect Phrases for Dealing with Difficult People, this handy reference of ready-to-use phrases will help you avoid disasters, steer clear of sticky circumstances with coworkers, and leave you in control. If you're asked to give an impromptu presentation or you accidentally send a personal e-mail to your boss, you'll have the best words for every situation, including: Handling criticism and being heard criticizing Picking up the ball when someone else has dropped it Getting credit for your project when an associate takes the praise Deflecting a flirtatious client or coworker Filled with phrases for every mistake, mix-up, and mishap, this guide will become your best friend in the workplace. There are no difficult situations . . . when you have "Perfect Phrases."

In a fast-paced, engaging style, Motivating Employees reveals how Southwest, Disney, and other legendary companies have turned themselves into "motivating organizations, workplaces that inspire employees to do excellent work because

they want to! Entertaining case histories and examples show how you can create an environment in which employees feel passionate about their jobs and put the best of themselves into everything they do. Tips, tools, and techniques in *Motivating Employees* will show you how to reawaken the pioneer spirit in your organization, and teach your employees to tap their own motivational energy for extraordinary creativity, desire, and work output.

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 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, 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.

Make workplace conflict resolution a game that EVERYBODY wins! Recent studies show that typical managers devote more than a quarter of their time to resolving coworker disputes. The *Big Book of Conflict-Resolution Games* offers a wealth of activities and exercises for groups of any size that let you manage your business (instead of managing personalities). Part of the acclaimed, bestselling *Big Books* series, this guide offers step-by-step directions and customizable tools that empower you to heal rifts arising from ineffective communication, cultural/personality clashes, and other specific problem areas—before they affect your organization's bottom line. Let *The Big Book of Conflict-Resolution Games* help you to: Build trust Foster morale Improve processes Overcome diversity issues And more Dozens of physical and verbal activities help create a safe environment for teams to explore several common forms of conflict—and their resolution. Inexpensive, easy-to-implement, and proved effective at Fortune 500 corporations and mom-and-pop businesses alike, the exercises in *The Big Book of Conflict-Resolution Games* delivers everything you need to make your workplace more efficient, effective, and engaged.

THE RIGHT PHRASE FOR EVERY SITUATION . . . EVERY TIME Leadership development has become a top business priority. When leaders at every level are empowered, companies excel in innovation and are able to respond instantly to changing market dynamics. *Perfect Phrases for Leadership Development* has hundreds of ready-to-use phrases for empowering others to take on leadership responsibilities regardless of their specific position in the company. You'll find all the right words and phrases you need for: Boosting employees' sense of autonomy Redirecting efforts without stifling creativity Encouraging decisiveness and resourcefulness Igniting energy and enthusiasm 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 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.

The Right Phrase for Every Situation . . . Every Time You know that how you begin a business conversation or meeting sets the stage for success. But coming up with just the right words can be another matter. *Perfect Phrases for Icebreakers* has hundreds of ready-to-use phrases to get your interactions off on the right foot. From jump-starting meetings to motivating teams to turning any situation into a positive networking event, this streamlined guide provides you with the right words to: Highlight important topics in meetings or conversations Motivate people to share resources and support Add levity to personal or group interactions Inspire collaboration and creativity Pique curiosity about your message

The Right Phrase for Every Situation...Every Time Whether you're a project manager, department head, or CEO, you have to choose the perfect words to inspire real teamwork. This quick-reference guide addresses all the issues you could possibly encounter working with a team—offering hundreds of ready-to-use phrases for every situation. From managing interpersonal conflicts to motivating an entire company, you'll find the exact words you need to: Get people to work with, not against each other Use positive feedback to promote and reward teamwork Inspire communication at every level of the team Build a winning team mindset that can't lose! The key to successful collaboration is right here at your fingertips—in this easy-to-use, subject-by-subject collection of empowering words and fail-proof phrases.

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 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

Meet or exceed all your goals with this comprehensive guide to performance reviews 3 books in 1 eBook! *Perfect Phrases for Performance Reviews* covers all the bases when it comes to using the right language during every stage of the performance review process. Packed with the exact words and phrases you need to plan, conduct, and finalize performance reviews, this three-eBook set helps you express yourself with crystal clarity—as well as sidestep any landmines that might be in your path. This 3-eBook set includes: *Perfect Phrases for Performance Reviews, Second Edition* Get hundreds of ready-made phrases for clearly communicating an employee's performance in 74 different skill areas. Learn the most effective language for: Crafting an accurate, carefully worded assessment Documenting behaviors and accomplishments Guiding and developing promising workers Conducting face-to-face interviews *Perfect Phrases for Setting Performance Goals, Second Edition* This completely revised and updated second edition of *Perfect Phrases for Setting Performance Goals* provides hundreds of precisely worded performance goals you can apply to virtually any situation. This handy, quick-reference helps you: Focus your people on the most important parts of their jobs Communicate your expectations Align employee goals with organizational priorities Minimize disputes that can arise during performance reviews *Perfect Phrases for Documenting Employee Performance Problems* Using this wide range of ready-to-use scripts and a handy problem-solving toolkit, you can address even the most difficult issues diplomatically and constructively. Learn how to: Find the perfect words to suit each employee review Document performance in the most effective way possible Build strong working relationships and boost morale Increase productivity, meet deadlines, and achieve goals

THE RIGHT PHRASE FOR EVERY SITUATION . . . EVERY TIME Getting new employees up and running with the company is a highly challenging process. For true success, you need to have full command of the most appropriate language for the task.

Perfect Phrases for New Employee Orientation and Onboarding contains hundreds of ready-to-use phrases for transitioning employees into their new roles. You'll learn how to home in on employee engagement, support the building of work relationships, and deliver constructive feedback. This handy, quick-reference guide provides effective language for: Getting the most out of meet-and-greet meetings Defining company culture and employee expectations Coaching new employees with onboarding challenges Collecting onboarding feedback Onboarding a diverse workforce

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.

Align HR practices with your objectives and keep your company competitive A company's ability to grow and stay on top of customer demand has always depended heavily on the quality of its people. Now, more than ever, businesses recognize that finding (and keeping) a highly skilled and motivated workforce is pivotal to success. Maybe you're a business owner and your company is growing, or you're an employee at a small- to midsize-company and management has asked you to take on some—or all—of their HR functions. Either way, knowing how to set up and implement successful HR practices (not to mention navigating the legal minefields in today's increasingly regulated environment) can be tricky. Human Resources Kit For Dummies is your one-stop resource for learning the nuts and bolts of HR. It gives you forms and templates that you can put to immediate and productive use. New information on anti-discrimination legislation; measuring performance; hiring, firing, and retaining employees; and training and development plans The latest info on online and social media policies Updated forms and contracts, from job application forms and sample employee policies to performance appraisals and benefit plan worksheets If you're currently working in Human Resources or are responsible for employees in your business, the tools presented here help you maximize the effectiveness of your own HR program.

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.

The Right Phrase for Every Situation . . . Every Time! Clearly crafted company announcements—both internal and external—are critically important for your company's day-to-day operations. Perfect Phrases for Writing Company Announcements has hundreds of ready-to-use phrases suitable for any announcement, regardless of the situation or scenario. Learn the most effective language for: Describing new products and services Explaining hiring procedures Detailing a new strategic focus Announcing relocation or expansion Articulating mergers and strategic partnerships

THE RIGHT PHRASE FOR EVERY SITUATION . . . EVERY TIME Generating honest, no-nonsense feedback through well-written surveys is the first step to dramatically increasing employee engagement, commitment, loyalty—and your company's bottom line. Perfect Phrases for Writing Employee Surveys provides the tools for crafting precisely phrased surveys to deliver accurate information, so you can adjust your organization's practices accordingly. Inside are hundreds of words, phrases, and examples that remove the guesswork from an otherwise daunting process. This handy, time-saving guide helps you write surveys that measure: Employee Engagement Leadership and Management Company Values and Ethics Organizational Culture Satisfaction with Work Environment Career Development

THE RIGHT PHRASE FOR THE RIGHT SITUATION—EVERY TIME Your new business strategy isn't going to sell itself. It's up to you to convince top decision makers to take the organization in the right direction. This is the most important presentation of your career, and your choice of words and phrases will mean the difference between success and failure. Perfect Phrases for Presenting Business Strategies provides the language you need to: Grab your audience's attention in the first few seconds Summarize your strategy in two sentences Prove that your plan is a plan for growth Explain the costs and resources involved Detail the profits your company will make Use Perfect Phrases for Presenting Business Strategies as a springboard for both organizational and personal success!

THE RIGHT PHRASE FOR THE RIGHT SITUATION—EVERY TIME Perfect Phrases for Writing Job Descriptions helps you craft job descriptions that attract the best talent and accurately convey job responsibilities. And after you find that ideal candidate, this valuable resource will assist you with performance reviews, goal setting, and accountability. Hundreds of tips, examples, and sample phrases to help you: Get candidates excited about opportunities in your company Attract and recruit the very best talent Foster communication between supervisors and employees Evaluate performance and provide clear feedback to new employees

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