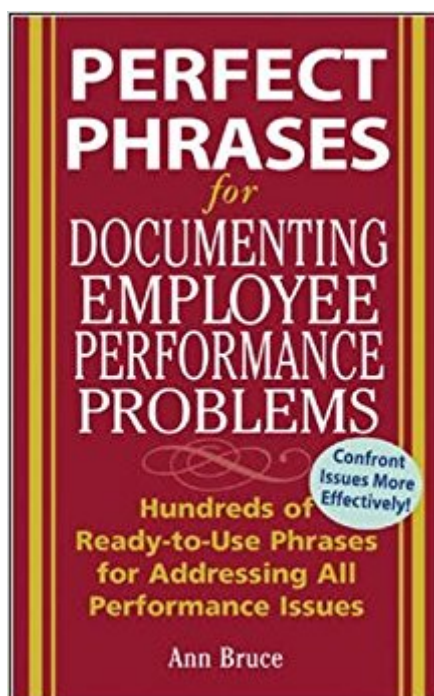


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# Perfect Phrases For Documenting Employee Performance Problems (Perfect Phrases Series)



## Synopsis

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.

## Book Information

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## Customer Reviews

Includes sample scripts for every situation The Right Phrase for Every Situation...Every Time Performance reviews are among the most powerful and effective tools that a manager can use to motivate employees. But let's face it. Discussing and documenting a coworker's performance can set off a powder keg of personal emotions and defensive reactions. However, it doesn't have to be that way--not if you use the right words in the right situation. Perfect Phrases for Documenting Employee Problems provides hands-on solutions for hundreds of workplace scenarios. With a 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 Featuring actual case studies of world-class organizations like Target, General Electric, and Microsoft, this user-friendly guide gives you all the words you need to minimize employee problems...and maximize performance.

Anne Bruce travels the globe as a popular speaker, author, and workplace coach specializing in employee performance and development, motivation, and leadership. She also hosts her own radio program in several major media markets called Anne Bruce Life Coach.

Read through this book and found it VERY helpful. If you are a seasoned HR Professional or Manager, or new to the profession(s), this book is for you. The lists are comprehensive enough that most anyone can benefit from them. Sections are easy to navigate and find the applicable phrase quickly and easily. Highly recommended.

Perfect Phrases for Documenting Employee Performance Problems provide terminology and limited guidance for writing employee performance evaluations. Perfect Phrases for Documenting Employee Performance Problems provides negative examples of terminology used to document and correct inadequate performance. While this book provides sound guidance on delivering evaluations, many of the proposed "perfect" phrases fail to indicate performance problems in an appropriate or constructive manner. The majority of the proposed phrases defy legal expectations, best practices, and even the advice provided in the book itself. Although it suggests providing concrete, specific examples of an actual behavior requiring correction, with clear steps to achieve improvement, phrases are frequently inappropriate for inclusion in a performance evaluation. For example, "Doesn't seem to really like people," "Evidently has low self-esteem," and "Will not admit to being depressed often" are of questionable suitability for a performance evaluation and appear to be almost completely subjective. In many instances, these unquantifiable phrases border on obnoxious and condescending, as indicated by "Does not know how to effectively brain storm, instead `brain drizzles'" and "Needs to take a class on delegating." Similarly, phrases often employ jargon and complex concepts that confuse the issue, such as, "Needs to read Emotional Intelligence: Why It Can Matter More than IQ and Working with Emotional Intelligence, both authored by Daniel Goleman" and "Is a Theory X worker." Finally, some leave no opportunity for improvement, are

ambiguous, contradictory, and frequently appear wholly irrelevant, including "Has mismatched pieces of clothing," "Doesn't care that GED is the only educational credential he or she has," and "Cannot accept colors, fashions, trends, or styles outside the norm." While there are certainly a handful of applicable phrases, these "perfect" phrases are far from it and should be considered carefully before use. Perfect Phrases fails to provide meaningful suggestions, and its use will probably result in headaches and lawsuits. Skip Perfect Phrases, and instead consider Effective Phrases for Performance Appraisals, and select a performance review book to supplement the vocabulary with appropriate evaluation strategies.

The content is fine but I seem to have gotten a copy of the book from the reject pile. It's not properly aligned and words are chopped. Sew picture for example. It's not unusable, so I didn't return.

These books are terrific for supervisors. They are extremely helpful when writing evaluations, coaching employees and counseling employees. Very helpful when you aren't quite sure what to say.

Every leader should own this, makes writing and phrasing what you really want to say that much easier.

Love it. Helps me with my words, esp when the only word I can think of is fck.

This series of books provides quick ideas for every situation. If you are busy and find yourself stuck they are worth the money.

This book is supposed to be serious but really it is funny. For example, a performance problem can be "eats with mouth open." I mean, come on, you can't put that in someone's appraisal. Can a book be written to document employee problems in a way that won't get us sued? That would be helpful. If nothing else, this book makes interesting party conversation when you are drinking.

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