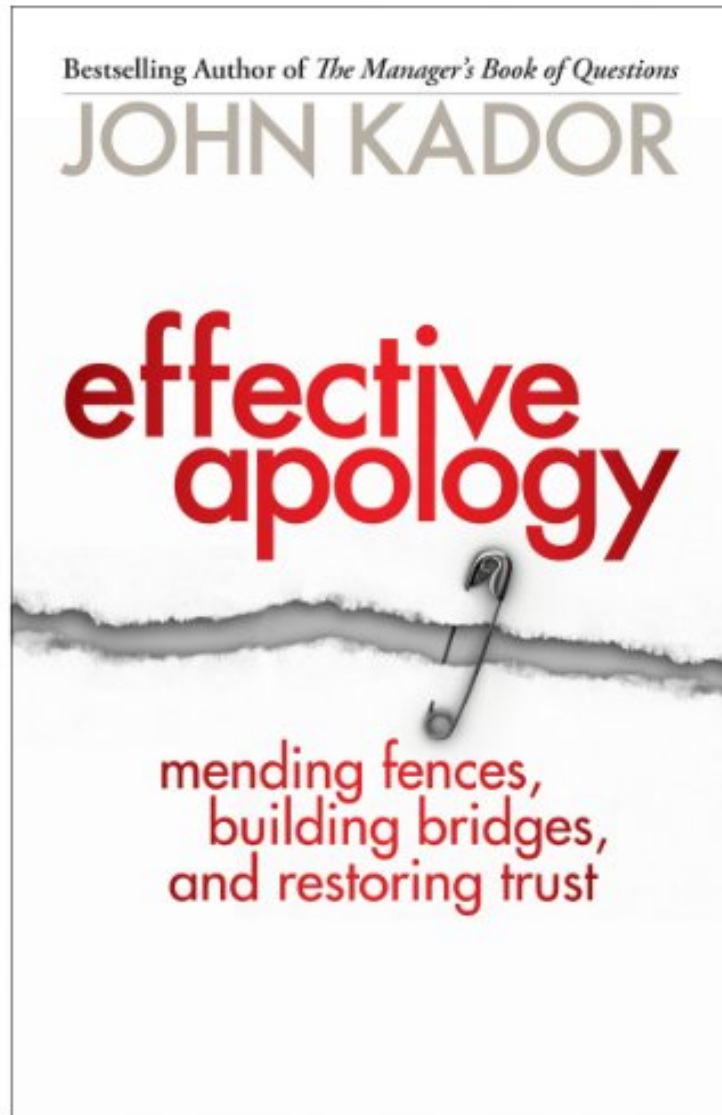


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Effective Apology: Mending Fences, Building Bridges, and Restoring Trust

John Kador

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John Kador : Effective Apology: Mending Fences, Building Bridges, and Restoring Trust before purchasing it in order to gage whether or not it would be worth my time, and all praised Effective Apology: Mending Fences, Building Bridges, and Restoring Trust:

1 of 1 people found the following review helpful. Good book but geared more toward public apologiesBy W. SparrowThey should require this in business management classes, but it can also be applicable to personal relationships. There were a lot of anecdotal cases about business or public figures that went into great detail. That

being said, I'd love it if the author had a version geared more toward apologizing to individuals. It did make me realize how difficult it is to apologize properly and what makes an apology effective or not. 1 of 1 people found the following review helpful. practical, deep, easy to read, apply and remember
By Edith Best
This very useful, practical, well-researched, and clear book is easy to read and hard to put down. The simple but profound points should greatly aid all human and spiritual relationships.
0 of 0 people found the following review helpful. Five Stars
By Harriet Lerner
Extremely clear book about apologies--good and bad, and why it matters.

There's nothing easy about apology. The news is filled with examples of leaders apologizing, needing to apologize, or failing miserably at the attempt. And certainly we all have occasion to apologize ourselves; maybe more often than we realize. But we don't need more apologies, says John Kador; we need better ones. Too many people just go through the motions, missing out on the power of apology to restore strained relationships, create possibilities for growth, and generate better outcomes for all. *Effective Apology* challenges you to think about the fundamental value and importance of apology as it delivers detailed advice for making an apology that truly heals and renews. Kador explores the Five Rs of apology: Recognize the wrong and the person harmed; accept moral Responsibility for your actions; express Remorse; provide meaningful Restitution; and offer assurance that the offense will not be Repeated. Making apology work in the real world--when and how to apologize, in what medium, and how to make it stick--is made clear through over seventy examples of good and bad apologies drawn from the news, popular culture, and the experiences of Kador, his clients, and his friends. The willingness to apologize signals strength, character, and integrity. Effective leadership is impossible without effective apology. John Kador shows how to craft and deliver a confident apology that will defuse resentment, reduce litigation, create goodwill, and transform a relationship ruptured by mistrust and disappointment into something stronger and more durable than it ever was before.

From the Publisher
Praise for *Effective Apology* "This book gives you the essentials for crafting apologies that work at work. John Kador shares some of the practical, proven approaches to apology that every manager should master." -- Lee Iacocca, former Chairman and CEO, Chrysler Motors Corp. "Nothing about apology is easy. But this vital, optimistic book helps us transform setbacks into opportunities for rebuilding relationships based on accountability and transparency." --Christine Comaford, CEO, Mighty Ventures, and author of the New York Times bestseller *Rules for Renegades* "Effective Apology is the sort of book I wish I'd read years ago...the definitive guide to using two simple words--I'm sorry--to improve our lives and ennoble our world." --Daniel H. Pink, author of *A Whole New Mind*
About the Author
Dennis Holland is a voice actor with an extensive background from commercials for Lucky Charms, Sam Adams, Panasonic, American Express, and others, to audiobooks by authors such as Anita Shreve, William Gibson, and Douglas Brinkley. He previously worked as a talent representative for television sports and news personalities.