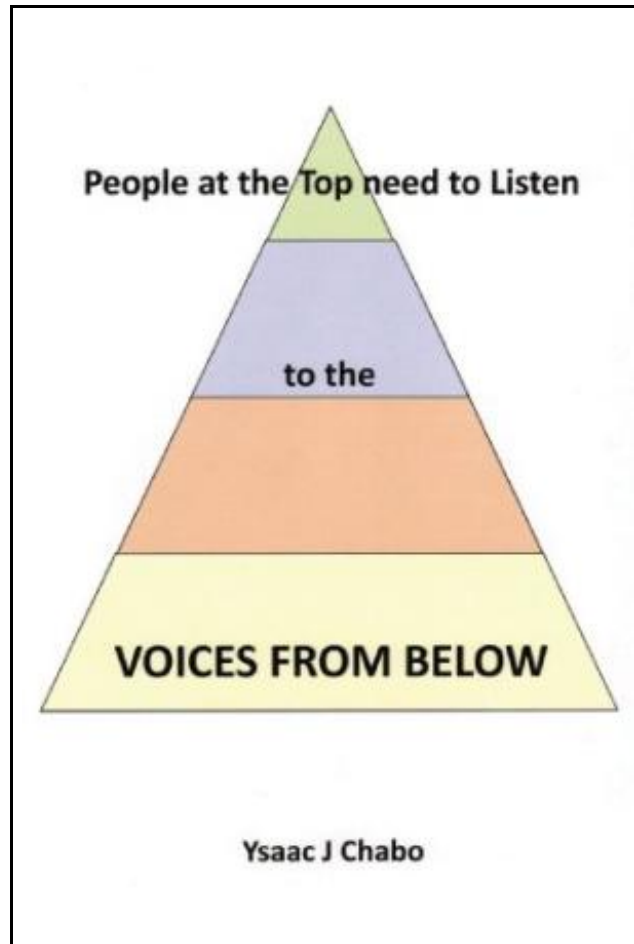


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### ***Reviews***

*It in a of the best book. Indeed, it really is play, nevertheless an amazing and interesting literature. It is extremely difficult to leave it before concluding, once you begin to read the book.*

*(Sofia Yundt)*

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AUTHORHOUSE, United States, 2009. Paperback. Book Condition: New. 224 x 152 mm. Language: English . Brand New Book \*\*\*\*\* Print on Demand \*\*\*\*\*.The purpose of this book is to put in writing the things I heard from the employees at the lower levels of different organizations; their ideas, suggestions, concerns, feelings, and-why not?-their genuine complains and frustrations. I hope this book helps to open the minds, hearts and souls of those who supervise people at any level of the organization, and not only the doors of theirs offices, to listen to what the employees want or need to say. They may be right or wrong as anybody else. If they are right, tell them what you plan to do, act accordingly and provide them with frequent feedback; if they are wrong, explain to them why they are wrong in a clear and specific manner. Organizations must make sure that supervisors are instructed to be available to their direct reports and listen to them. Fear, the main reason for employees not to speak to their supervisors, must be removed from the work environment because it closes the doors to many good ideas including significant cost saving suggestions, erodes people s commitment, causes decrease in productivity and increase in employee turnover among other diseases. Sometimes the lack of communication is not necessary caused by fear but by supervisors who apparently are listening to employees without taking any action or providing adequate feedback. People understand yes followed by action and feedback, and they understand no when the reasons are clearly explained to them; but there is something that people can t understand and usually creates anger, resentment and frustration: to be ignored.



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