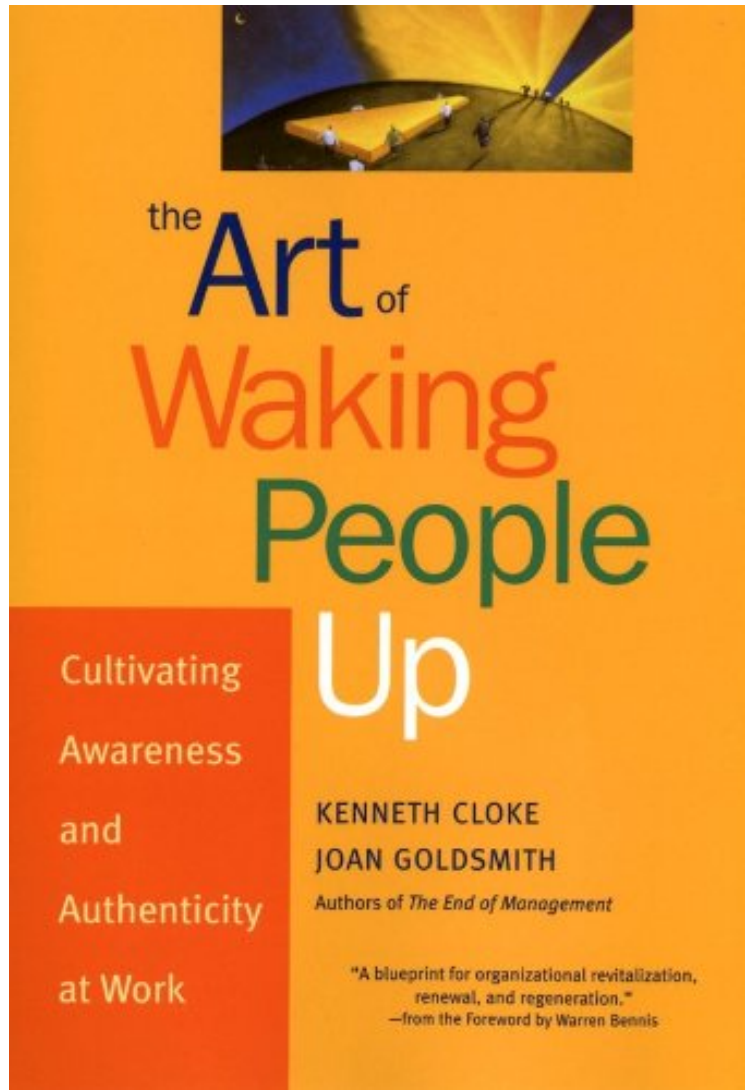


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## The Art of Waking People Up: Cultivating Awareness and Authenticity at Work (J-B Warren Bennis Series)

*Kenneth Cloke, Joan Goldsmith*  
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**Kenneth Cloke, Joan Goldsmith : The Art of Waking People Up: Cultivating Awareness and Authenticity at Work (J-B Warren Bennis Series)** before purchasing it in order to gauge whether or not it would be worth my time, and all praised The Art of Waking People Up: Cultivating Awareness and Authenticity at Work (J-B Warren Bennis Series):

2 of 5 people found the following review helpful. The Art of Waking People Up By Meryl Marshall Daniels This is a must buy for anyone who is coaching their employees, becoming a coach or consultant to managers or is seeking to

live an authentic life in work. The information is easily digested and applied. It is well written, a reference book that has become a permanent part of my library. 0 of 1 people found the following review helpful. Five Stars  
By Nelson F. FavenirGreat

In *The Art of Waking People Up* authors Kenneth Cloke and Joan Goldsmith draw on more than thirty years of practical experience with hundreds of organizations-- from Fortune 500 companies to government agencies, schools, and nonprofits-- to reveal new ways of giving and receiving feedback that maximize personal and organizational change and foster lifelong learning. They show how organizations can develop the systems, processes, techniques, and relationships that affirm, rather than undermine, the intelligence and humanity of their employees. This important resource is filled with the necessary tools, interventions, and strategies managers can use to encourage their employees to speak, hear, absorb, and use the information they need to improve the way they work.

"Inspiring, coaxing, guiding, and mentoring, Cloke and Goldsmith take us through a systemic approach of waking up organizations and employees. This is a book for everyone, guiding us to what good management and worker goals should be and can be when they are one. By stressing equally the goals of management and the needs of employees, they have found the road to long-term productivity." mdash;Piedad Robertson, president, Santa Monica College, and former Secretary of Education, Commonwealth of Massachusetts "This book evokes the "aha" phenomenon. You will recognize immediately the somnolent state of many workers whom Cloke and Goldsmith describe. In a wonderfully written book, these incredibly wise and humane organizational experts approach the problem of workers' apathy with the keen eye of the clinician, the clear-mindedness of the theoretician, and the empathic heart of the gifted therapist. *The Art of Waking People Up* is a real gem!" mdash;Jean Lipman-Blumen, Thornton F. Bradshaw Professor of Public Policy and Organizational Behavior, Peter F. Drucker Graduate School of Management, Claremont Graduate University; author, *Connective Leadership: Managing in a Changing World* "Cloke and Goldsmith bring a basic tenet of civics to business organizations: personal responsibility and involvement. Their notion of a democratic corporation is both inspired and critically necessary. The principles of leadership and citizenship replace hierarchical management doctrine, establishing a collaborative process that promotes both organizational and personal growth." mdash;Terry Fitzpatrick, senior vice president, business operations, Sesame Workshop "A greatly needed and practical wake-up call to companies and individuals for transforming suffocating environments into dynamic, democratic, and personally fulfilling organizations." mdash;James E. Austin, McLean Professor of Business Administration, Harvard Business School  
From the Inside Flap  
The overwhelming challenges created by today's new work requirements mdash; endless technological innovation and increasingly complex organizational issuesmdash; cry out for feedback, mentoring, and coaching processes that promote self-reflection, self-corrections, and improved performance. In *The Art of Waking People Up* authors Kenneth Cloke and Joan Goldsmith draw on more than thirty years of practical experience with hundreds of organizationsmdash; from Fortune 500 companies to government agencies, schools, and nonprofitsmdash; to reveal new ways of giving and receiving feedback that maximize personal and organizational change and foster lifelong learning. They show how organizations can develop the systems, processes, techniques, and relationships that affirm, rather than undermine, the intelligence and humanity of their employees. This important resource is filled with the necessary tools, interventions, and strategies managers can use to encourage their employees to speak, hear, absorb, and use the information they need to improve the way they work. Unlike other authors who describe a discreet mentoring process or coaching technique, Cloke and Goldsmith provide managers with a new paradigm for workplace feedback and ways of giving and receiving information that maximizes personal and organizational change. *The Art of Waking People Up* includes information on how to  
Create work relationships that are more honest, open, respectful, and effective  
Analyze the structures, systems, processes, and cultural practices that limit personal and organizational growth  
Identify the behaviors that suppress awareness, creativity, and initiative  
Target the information to pass along that will help develop creativity, flexibility, leadership, and responsiveness  
Implement strategies for encouraging the development of democratic organizations  
In addition, this book contains value-added tools, interventions, and solid strategies that will go a long way toward "waking up" people up in any organization.  
About the Author  
Kenneth Cloke is director of the Center for Dispute Resolution and a mediator, arbitrator, consultant, and trainer. Joan Goldsmith is an organizational consultant, coach, and educator specializing in leadership development and organizational change. Cloke and Goldsmith are coauthors of five previous books, including *The End of Management and the Rise of Organizational Democracy* and *Resolving Conflicts at Work: A Complete Guide for Everyone on the Job*, both published by Jossey-Bass.