

“The problem for many leaders is that when they ask what employees think, they don’t know what to do with what they hear.”

“TURN EMPLOYEE FEEDBACK INTO ACTION,” PAGE 55

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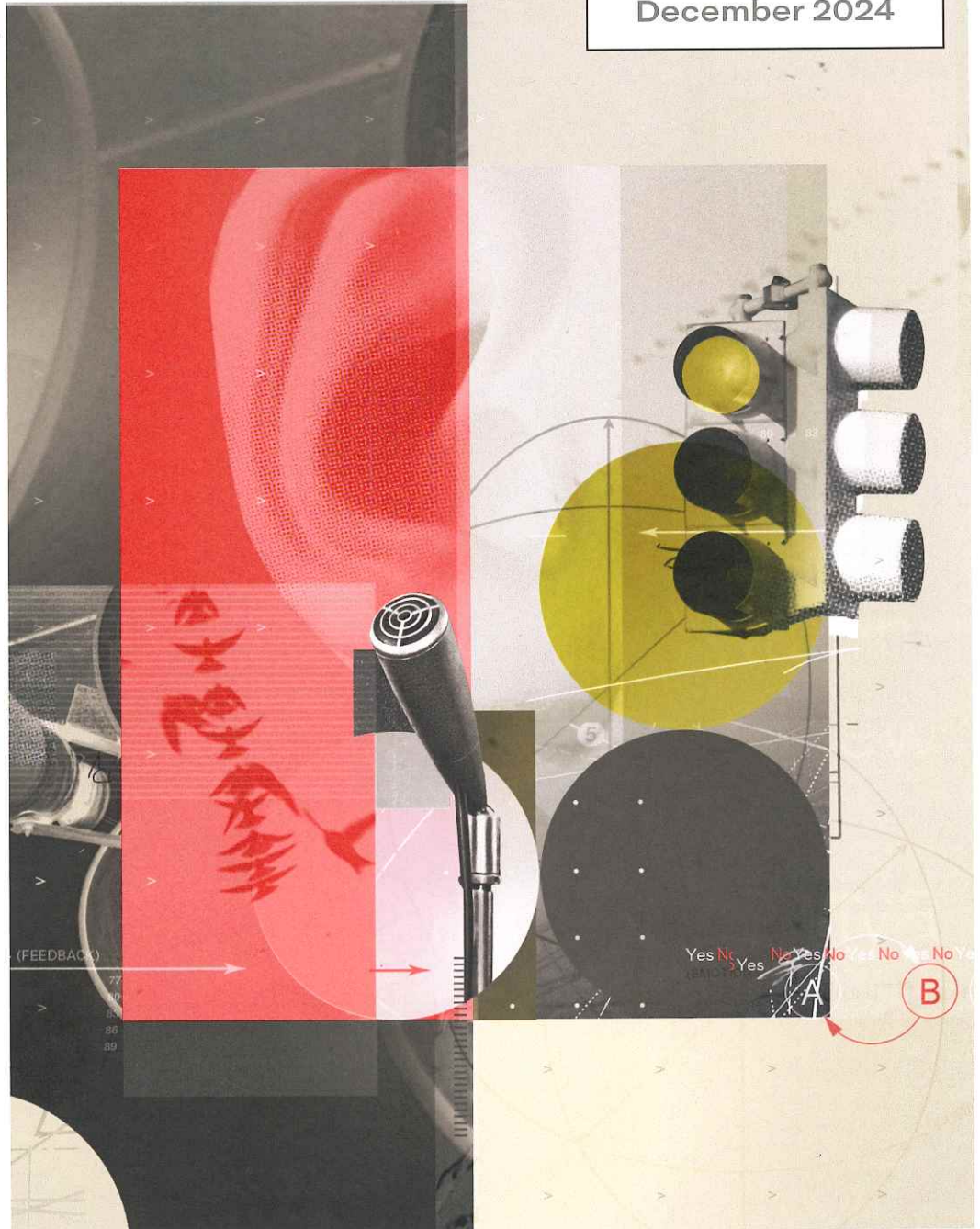
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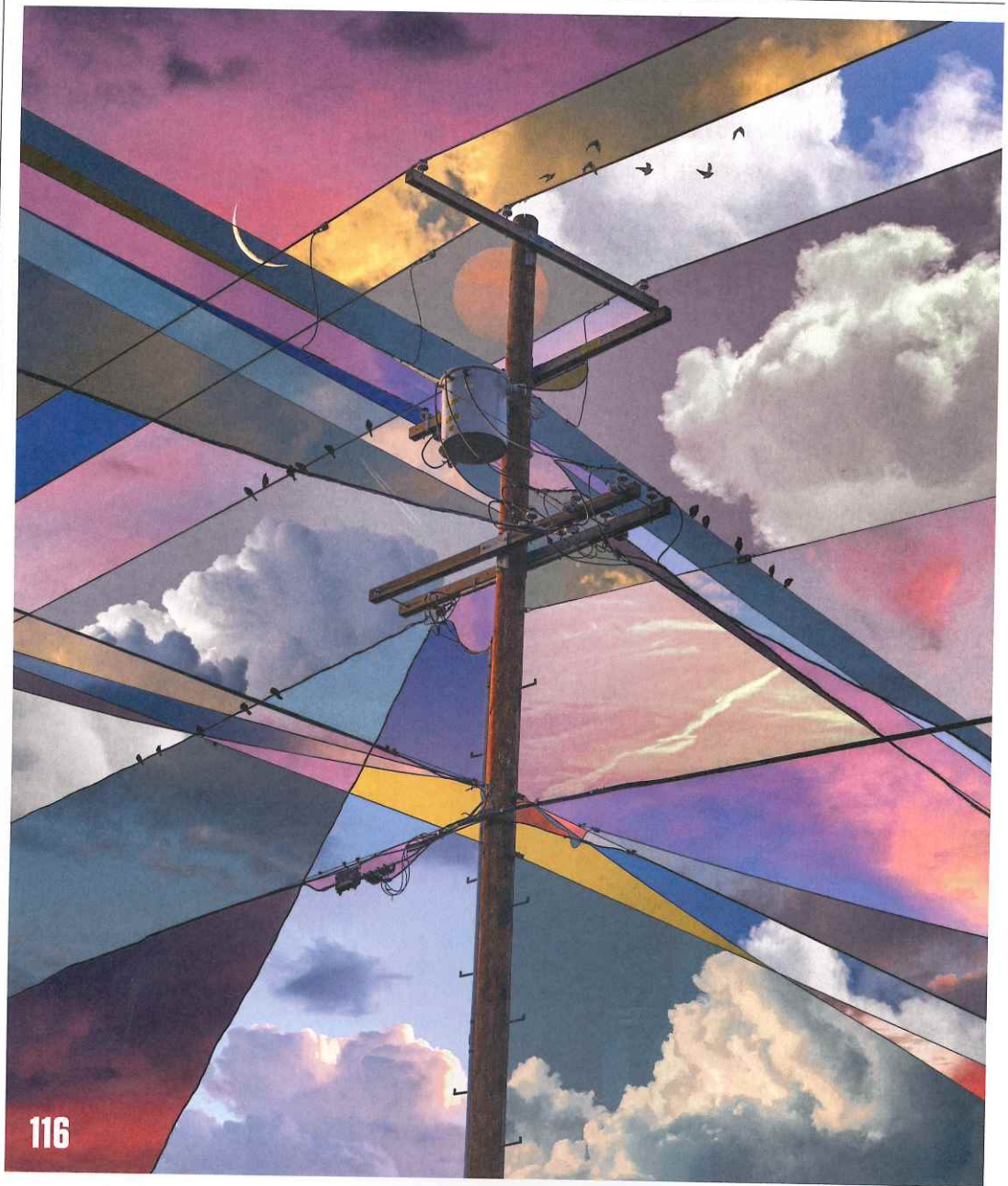
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members are the beating
heart of our business.”**

—RODOLFO SPIELMANN,
CEO OF NATURESWEET