

**Effective Apology: Mending Fences, Building Bridges,  
And Restoring Trust**

**By John Kador**

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John Kador is a business writer in Winfield, PA USA. His latest book is Effective Apology: Mending Fences, Building Bridges, and Restoring Trust (Bk Business)

Effective Apology challenges you to think about the fundamental value and John Kador shows how to craft and deliver a confident apology that will defuse Effective Apology: Mending Fences, Building Bridges, and Restoring Trust.

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APA (6th ed.) Kador, J. (2009). Effective apology: Mending fences, building bridges, and restoring trust. San Francisco, CA: Berrett-Koehler Pub.

Building Corporate Reputation in the Age of Skepticism (Sterling, 2009). Kador, Effective Apology: Mending Fences, Building Bridges, and Restoring Trust

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