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Nota di contenuto	Intro -- Foreword -- Acknowledgments -- Introduction -- STEP 1: FIND OUT WHAT IS AVAILABLE -- STEP 2: COLLECT A COMPLETE SET OF MATERIALS -- STEP 3: COMPARE YOUR INTENDED USE TO INSTRUMENT CHARACTERISTICS -- STEP 4: EXAMINE THE FEEDBACK SCALES -- STEP 5: FAMILIARIZE YOURSELF WITH THE INSTRUMENT-DEVELOPMENT PROCESS -- STEP 6: LEARN HOW ITEMS AND FEEDBACK SCALES WERE DEVELOPED -- STEP 7: FIND OUT HOW CONSISTENT SCORES TEND TO BE -- STEP 8: ASSESS BASIC ASPECTS OF VALIDITY-DOES THE INSTRUMENT MEASURE WHAT IT CLAIMS TO MEASURE? -- STEP 9: THINK ABOUT FACE VALIDITY -- STEP 10: EXAMINE THE RESPONSE SCALE -- STEP 11: EVALUATE THE FEEDBACK DISPLAY -- STEP 12: UNDERSTAND HOW BREAKOUT OF RATER RESPONSES IS HANDLED -- STEP 13: LEARN WHAT STRATEGIES ARE USED TO FACILITATE INTERPRETATION OF SCORES -- STEP 14: LOOK FOR DEVELOPMENT

AND SUPPORT MATERIALS -- STEP 15: COMPARE COST-VALUE FOR THE PRICE -- STEP 16: CONSIDER LENGTH A MINOR ISSUE -- Conclusion -- References -- Suggested Readings -- Glossary of Terms -- Instrument Evaluation Checklist.

Sommario/riassunto

Feedback is a rare commodity in organizational life, but it is key to managerial effectiveness. One increasingly popular vehicle for getting feedback from one's boss, peers, and subordinates is the multiple-perspective, or 360-degree, feedback instrument. Use of such an instrument can enhance self-confidence by highlighting individual strengths and can facilitate greater self-awareness by pointing out areas in need of further development. Because of the availability of so many feedback instruments, finding the best instruments for an organization's needs is difficult. This book presents a step-by-step process that shows how to evaluate multiple-feedback instruments intended for management development. The steps take you through such issues as instrument development, validity and reliability, feedback display, scoring strategies, and cost.
