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Note generali	"Practical guidelines for better life management."--Cover.
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Nota di contenuto	TITLE -- COPYRIGHT -- ABOUT THE AUTHOR -- CONTENTS -- Acknowledgments -- PART I How to Handle Receiving Critical Feedback -- SECTION 1 WHAT IS CRITICAL FEEDBACK? -- Why is Critical Feedback Difficult to Handle? -- PARENTAL MESSAGES AND CRITICAL FEEDBACK -- EXERCISE: Parental Messages -- TWO PARENTAL MESSAGES TO WATCH OUT FOR -- GENDER, SELF-IMAGE AND CRITICAL FEEDBACK -- The Male Approach -- The Female Approach -- External vs. Internal Success -- MORE ON MEN AND WOMEN -- EXERCISE: Self-image Index -- COUNTERACTING SELF-CRITICISM WITH POSITIVE SELF-TALK -- CHANGING YOUR BELIEFS ABOUT CRITICAL FEEDBACK -- EXERCISE: Self-Talk Attitudes -- POSITIVE SELF-TALK EXAMPLES -- SECTION 2 RESPONDING TO CRITICAL FEEDBACK -- EXERCISE: Self-Assessment in Responding to Critical Feedback -- TYPES OF CRITICAL FEEDBACK -- THREE STAGES OF RESPONSE TO CRITICAL FEEDBACK -- The Counter Attack -- The Silent Victim -- SECTION 3 ASSERTIVE TECHNIQUES TO DEAL WITH CRITICAL FEEDBACK -- Assertively Responding to Unjustified Critical Feedback -- TECHNIQUE #1-FOGGING -- Fogging Example -- EXERCISE: Fogging -- TECHNIQUE #2-ADMITTING THE TRUTH -- TECHNIQUE #3-REQUESTING SPECIFIC FEEDBACK -- EXERCISE: Handling Critical Feedback -- A. Situational Case Studies -- Author's Comments -- B. Personal Assessment of Critical Feedback --

C. Feedback on Your Ability to Handle Critical Feedback -- MY PERSONAL ACTION PLAN -- HELPFUL HINTS ON HANDLING FEEDBACK -- A FINAL THOUGHT -- PART II How to Give Constructive Feedback -- SECTION 4 STEPS FOR GIVING CONSTRUCTIVE FEEDBACK -- Step 1: Set Realistic Goals -- Step 2: Research the Facts -- What Happened? -- What Were the Expectations? -- Why Are You Providing Feedback? -- Step 3: Be Immediate -- Step 4: Be Specific -- The DASR Script -- Patsy's DASR Approach -- Patsy: Case Study-Afterword -- PROVIDING CRITICAL FEEDBACK IN PUBLIC. TWO WORK SITUATIONS -- EXERCISE: Practice DASR Script -- AUTHOR RESPONSES: -- EXERCISE: Individual Application -- Plan of Action -- SECTION 5 BARRIERS TO GIVING CONSTRUCTIVE FEEDBACK -- Pitfalls in Giving Constructive Feedback -- THE SIMMONS/BRIGHT RESEARCH STUDY -- FACTORS HINDERING CONSTRUCTIVE FEEDBACK -- Ignoring Trouble -- Ignoring Feelings -- SECTION 6 GIVING CONSTRUCTIVE FEEDBACK TO YOUR BOSS OR COLLEAGUE* -- EXERCISE: Analysis for Constructive Feedback Upward -- THREE S'S OF PROVIDING UNSOLICITED FEEDBACK -- The DASS Script -- EXERCISE: Providing Unsolicited Feedback -- TURNING COMPLAINTS INTO PROPOSALS -- Turning Complaints into Proposals -- Complaint Proposal Form -- SECTION 7 GIVING POSITIVE FEEDBACK -- Is Positive Feedback Hard for You? -- GUIDELINES FOR GIVING POSITIVE FEEDBACK -- Some Cautions -- THE DANGERS OF GIVING POSITIVE FEEDBACK IN PUBLIC -- Start Today -- EXERCISE: Analysis -- PRAISING UPWARD* -- Praise Example -- SECTION 8 HANDLING RECURRING PROBLEMS -- THE IMPORTANCE OF FOLLOW-UP -- EXERCISE: Practice Case Studies -- Case Study #1: Performance Expectations Problem -- Case Study #2: Socializing -- JERRY'S PLAN OF ACTION -- PERSONAL ACTION PLAN -- MY PERSONAL ACTION PLAN -- PERSONAL PLAN OF ACTION -- SECTION 9 SOME FINAL THOUGHTS -- Giving Constructive Feedback Via Letter or Memo -- WHEN NOT TO GIVE CRITICAL FEEDBACK -- SUMMARY.

Sommario/riassunto

Nearly everyone has experienced the discomfort of giving or receiving criticism, or feedback. Employees, supervisors, parents, and sons and daughters alike grapple with the difficulty of discussing anything potentially negative. This book shows how to get rid of the negative connotations and use this type of communication as a vehicle for growth that would not happen otherwise. It offers guidelines for setting realistic goals and expectations. The author elaborates with a new section on gender, self-image and criticism and offers updated case studies that illustrate her principles.
