



So What?

Feedback Profile

regionfreeexpert (10850)

Positive Feedback (last 12 months): 99.8% [How is Feedback Percent...](#)

Member since: Oct-22-99 in United States

Recent Feedback Ratings (last 12 months)

	1 month	6 months	12 months
Positive	540	2159	2095
Neutral	2	4	0
Negative	0	4	7

Detailed Seller R...

Criteria

Item as describ...

Communication

Shipping time

Shipping and ha...

If you've ever bought or sold anything on an online auction website like eBay, eBid, or uBid, then you probably know about feedback. After an auction is complete, the buyer and seller are supposed to give feedback for each other. This feedback helps you pay attention to your business with a good reputation.

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What about in the real world, though? On online auctions, positive feedback can improve your reputation at the auction website, while negative feedback can make potential buyers shy away from items that you have for sale. But, in the real world, feedback can do much more for you than simply boost or hurt your trustworthiness factor. In real life, feedback can help you to grow—both personally and professionally. Read on to find out how to use feedback to become a better person!

Objectives

- Describe types of feedback.
- Discuss appropriate techniques for responding to negative feedback.

We Need to Talk

Feedback is evaluative information that someone provides you. So, what exactly is evaluative information? It is the conclusion people reach after they examine something carefully. In other words, it's an assessment of how you are doing with something—like a skill, activity, or even your attitude.

Kathy Brown #002 GRADE 12

PARENT/GUARDIAN NAME AND ADDRESS
Mr & Mrs Julian Brown
159 Seneca Rd.
Columbus, Ohio 43215

Hillcrest High School
2245 Hamilton Rd.
Columbus, Ohio 43215
(614) 555-8765

SUBJECT	LEV	CRS	1st	2nd	3rd	4th	5th	6th	7th	8th	9th	10th	11th	12th	TEACHER
Reading	001	001	99	99	99	99	99	99	99	99	99	99	99	99	Strick, D
Math	002	002	99	99	99	99	99	99	99	99	99	99	99	99	Strick, D
English	003	003	99	99	99	99	99	99	99	99	99	99	99	99	Strick, D
Science	004	004	99	99	99	99	99	99	99	99	99	99	99	99	Strick, D
History	005	005	99	99	99	99	99	99	99	99	99	99	99	99	Strick, D
Art	006	006	99	99	99	99	99	99	99	99	99	99	99	99	Strick, D
Music	007	007	99	99	99	99	99	99	99	99	99	99	99	99	Strick, D
Physical Education	008	008	99	99	99	99	99	99	99	99	99	99	99	99	Strick, D
Foreign Language	009	009	99	99	99	99	99	99	99	99	99	99	99	99	Strick, D
Health	010	010	99	99	99	99	99	99	99	99	99	99	99	99	Strick, D
Career/College Prep	011	011	99	99	99	99	99	99	99	99	99	99	99	99	Strick, D
Other	012	012	99	99	99	99	99	99	99	99	99	99	99	99	Strick, D
AVERAGE			99.0	99.0	99.0	99.0	99.0	99.0	99.0	99.0	99.0	99.0	99.0	99.0	1.00

CAREER CREDITS 28.50 **CAREER QLT PT** 2294.00
CAREER VSE 28.50

ATTENDANCE RECORD

	04-02-2009 To 04-10-2009	05-19-2009 To 05-26-2009
Absent	2.00	15.00
Tardy	1.00	4.00
Dismissed	0.00	2.00

We are all exposed to different forms of feedback throughout our lives. One form of feedback with which you are probably very familiar is a report card. In order to prepare your report card, your teachers evaluate your performance on homework, quizzes, and tests. But, that's not all they evaluate. They also evaluate your behavior and attitude by looking at factors such as your effort, class participation, and attendance record. Their conclusions about your performance, behavior, and attitude are reflected in the grades and comments you see on your report card.

Another form of feedback that you're probably familiar with is your performance review at work. A performance review, sometimes called a performance evaluation, is a formal assessment of your job performance, sort of like an on-the-job report card. Your supervisor or team leader is typically responsible for completing your performance evaluation. S/He must consider your strengths, weaknesses, and general work performance to provide you with information—feedback—on how you are doing on the job.

So, what's the big deal about feedback? Why should you pay attention to the information that your teachers, supervisors, or anyone else gives you about yourself? It's because feedback can





While receiving constructive criticism is good, regardless of the situation that you're in, it can be especially useful to you on the job. When a supervisor, team leader, coworker, or even customer takes the time to constructively point out ways that you could do things better, s/he is ultimately making suggestions about how you could improve your work performance. And, keep in mind that improving your work performance could result in pay raises, bonuses, and promotions. So, it's in your best interest to take constructive criticism seriously.

Let's think about Jacen, who is a new sales clerk at a vintage clothing store and consignment shop. The shop is very popular among teenagers and young adults and, having just turned 18-years-old himself, Jacen feels quite at home among the store's customers. "Hey there, guys!" he would often say as customers walk through the door. "How are you guys doing today?" Most customers would smile or say hello in response, but Jacen's manager had a different reaction when she heard Jacen's greeting. "Jacen," she said calmly when she and Jacen had a few minutes alone, "Some women do not like to be called guys, so please be careful about what you say to customers. We normally say 'Hello!' or 'How are you this afternoon?' when people come in because we want them to feel comfortable from the moment they arrive at our store. Okay?" This was constructive criticism because it showed Jacen his mistake without attacking or embarrassing him. And, it showed him what the manager considered to be a better way to greet the customers.



Destructive criticism, on the other hand, not only points out mistakes but also includes a personal attack on the individual. The destructive criticism may be harsh and unreasonable, and it is likely to hurt the message receiver's self-esteem. Self-esteem is the way a person feels about himself/herself at any given time. When someone receives destructive criticism, s/he is more likely to become defensive or develop a negative attitude toward the criticism, suggestion, or person giving the criticism. And, relationships can be hurt or destroyed when the destructive criticism is ongoing.

The Gray Zone

OK HOW'D WE DO?
 Store Location _____ Time _____
 Date _____

FOOD:

- Fantastic!!! - I will never cook again!
- Down Right Decent - I'm leaving with a smile.
- Border - At least I didn't have to do the dishes.
- Oh, Well - I seem to have misplaced my appetite!

SERVICE:

- Wonderful - Oh So I had to be behind!
- Ok/Border - It was good, but so special.
- Horrible! - You mean someone actually works here!

ATMOSPHERE:

- Alright! - Can I please live here.
- Neutral - A pretty disappointing place.
- Horrible! - Tell me when it's over.
- Last and most important...

Did you have fun? (or at least a fairly good time) Yes No
 What would you do if you were Happy Joe? (Comments/suggestions - your wisdom is the best)

Name _____ Address _____
 State _____ Zip _____ Phone _____
 City _____ Favorite Place _____ Group Size _____
 Birthday _____
 Thanks - we love our customers - you're the best!

How are we doing? How could we better serve you? What could we do to improve? It seems as though just about every business asks its customers these questions in some way or another. Some companies use feedback cards, some use online surveys, and some even ask for feedback face-to-face. No matter how businesses ask for feedback from customers, they are all after the same thing: to know what they are doing right and what they're doing wrong as well. But do businesses have an ethical obligation to make changes based on the negative feedback that they receive? And, at what point do the scales tip from being "just one person's opinion" that the business doesn't need to worry about to being something significant enough for the business to address?

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Maintain your self-control. There will be times when you receive criticism that you know is unfair, too severe, or just plain wrong. You may feel angry at this kind of criticism, and that's a natural response. However, it's important to control your anger so that you don't say or do something to make the situation worse. Yelling or being rude will only reinforce the person's negative opinion of you. If you are having a hard time with the criticism, you might want to ask the other person to let you think about it and meet again at a different time. Time to reflect about the criticism often gives you a different perspective about the situation.

Modify your behavior as necessary. You can benefit from criticism if you use it to improve yourself. Try to take an objective look at the criticism, and decide how much of it is valid. If it points out areas that need improvement, work on them. If you aren't certain how to improve, ask your supervisor or a coworker for suggestions. It's often surprising how many people have been in the same situation or struggled with the same issues that you are facing right now!

Summary

As an employee, you can expect to receive a great deal of feedback on the job. How you respond to that feedback, especially negative feedback, can have a huge impact on your professional success. To handle and make best use of constructive criticism, you must make sure that you listen carefully and take the criticism seriously; understand the criticism; admit your mistakes; avoid becoming defensive; maintain your self-control; and modify your behavior as necessary.



1. What is a way in which you could show your supervisor that you take his/her criticism seriously?
2. How can you make sure that you understand criticism that has been given to you?
3. Why is it important that you avoid becoming defensive when receiving criticism?
4. Explain how taking time to reflect on criticism can help you.

Make It Pay!

What have you been up to in the past week? School? Work? Athletics? Other activities? Regardless of how you've spent your time, you've received feedback. Did you receive constructive criticism? Was it given? How do you plan to change your attitude and behavior in the future based on the feedback that you received?

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