

Giving and receiving constructive feedbacks business essay

[Business](#)



The concentration and signs of appreciation will be completely given to the staff who is speaking and on what they are saying. Expressing and showing through my body language that I am giving attention to a person and listening with all senses will invite that person to speak. I will keep a relaxed, open, attentive position and maintain an eye contact while facing the speaker. The expression shown through my body language will be positive and pleasant by leaning forward in my seat and will not show any sign of being rushed or crossing arms which will make the speaker think that his topic is out of track.

Encouraging

I will motivate the speaker visually and verbally by maintaining an eye contact; nodding my head and using words and phrases such as " yes", " I understand" and " I see", or simply making sounds such as " mmm" to indicate that I'm listening and understood what they are saying.

Reflecting

I will avoid making judgments or drawing any conclusions instead, I will be asking open-ended questions. For example, instead of saying, " That was wrong, wasn't it?" I will say " What do you think about that?" The concentration will be on the central theme of the conversation or topic and will keep it as objective as possible.

Interpreting

Summarizing at the end of the meeting is very important because to checks for understanding, clarifies any points that were not clear, establishes areas

of agreement and disagreement and identifies any points that needed further investigation, follow-up or the next step up.

Questions

By asking relevant questions and by making statements that build or help to clarify what the staff had said will show that I have been paying attention to the speaker. Asking the relevant questions to the speaker and addressing everyone as a whole will also help me to reinforce that I had an interest in what the staff has been saying. b) " Interpersonal communication is the course of action by which people exchange information feelings and meaning through verbal a non verbal message and considered as face to face communication" (Sligo, 1990). Interpersonal communication is not about what is actually said or the languages used but how it is said such as the non verbal message sent through tone of voice, facial expression gestures and body languages. Four interpersonal communication skills in improving teamwork are as follows;

Open Communications

During open communication encounters, the first few minutes are very important because the first impressions have a major impact on any further communication. Everyone has certain outlook and norms as to how their first meetings should go on and therefore people tend to act according to their expectations. The communications are not effective or run smoothly if the interpersonal expectations are incompatible and in this case further negotiations are needed if relations are to continue. During the meeting, formalities and appropriate greeting will be as usual such as handshake,

formal introduction, eye contact and discussion around a neutral subject such as the weather or journey may be useful. A smiling face is much likely to encourage communication than a black face.

Reinforcement

To create an open and confident environment within the group members, as the leader I will use encouraging words together with non-verbal gestures such as nodding head, warm facial appearance and always maintaining of eye contact. This type of encouragement and positive reinforcement will be very useful and helpful to me in building a teamwork because; It will engage and encourage everyone to participate in the discussion towards the new product. It will show interest and provide ideas/views of what different group members has to say. It will overcome the group member's fears and give encouragement which will develop a relationship within. It will reduce any shyness or nervousness in everyone and show warmth and openness to their hard work/ideas

Effective listening

Effective listening is a very important skill because it can unclear any doubts in mind and help in build knowledge. But the problem is people tend to spend more energy of what they will say rather than listening to what other people are trying to say. Therefore to create and develop effective listening I will; Arrange a comfortable environment which suits to the purpose of the communication, for example a warm and light room with less background noise. Be always ready to listen and prepared to give attention. Avoid any distraction and keep/maintain an open mind so that my full concentration is

given to the speaker's message Be objective and will only provide any judge in the end Not intercept others and dwell on one or two points while a team member is speaking Not show and avoid others from stereotyping, for example, gender, ethnicity, social class, appearance or dress interfere with what is being said

Decision making

Decision making is very vital because it involves choosing between two or more courses of action. However, I will always remember that the decision taken among the available choices are not always correct but there may be better choices which is not been considered or the more useful information may not have been available at the time. This is why it is important to keep a record of all decisions and the reasons behind each decision taken so that further improvements can be made in the future and help in providing a justification for any decision taken when something goes wrong. Below are the steps which I will take in order to carry out the decision making process;

List all the inputs and suggestions Assign and delegate tasks within a time frame Collection and recording all information Carry out a SWOT analysis and weighing it with the risk involved Eliminate risk factors and move on with possible suggestions Again re-evaluate each suggestion with final information and SWOT analysis Finally, make a decision

Question 2

a) Assertiveness Assertive communication is the open expression and straight forward of your needs desire thoughts and feelings and it involves advocating your own needs while still allowing and respecting the needs of

others. Once again, I would like to request and remind you all that it is also the responsibility of the distributors to increase their sales target for the next twelve months because it has been noticed that the distributors are complaining a lot about high sales targets and problems faced in distribution channels. I understand that here must be a few problems in your distributing channels and the high sales target but the company has also implemented the best marketing activities towards meeting the sales target.

Negotiations It is the way by which people settle differences and is a course by which a compromise or an agreement is reached while avoiding argument. As a retail distributor I will negotiate as follows; I will allow and follow two way communications and will never compromise on one sided communication where the distributor is not given a chance to give their view. I will always maintain firm communication on solid grounds so that the suppliers think twice before giving out any decision. This will show the supplier that this retail distributor is strong in their work and knows the market system well. By being attentive and open to issues entrepreneurs build a relationship with Alliance and Leicester and I will be able to gain the upper hand to use during my negotiation. To gain an upper hand in a products price negotiations, it is very important to know about the product, the quality, customers reviews about similar product and an estimated cost of the product therefore I will gather information regarding the products cost. By knowing and getting a estimated cost of the product, I will have much better idea of how much wiggle room I have in regards to negotiation and if it is profitable to take the product on board. I will also gather information from competitors and a situation analysis of their products in the market

because the research will help me gain knowledge of the similar products in the market which will eventually help me in negotiation process.

Giving and receiving constructive feedbacks

Constructive feedback supports personal and group improvement and offers options related with the way towards a particular goals. The way in which the feedback is known and received will have considerable cause on the process of learning. Negative feedback offers nothing on which the receiver can build, leaving the receiver with bad feelings which is often frustrating retaliation and often serves the need of the giver. Constructive feedback may deal with both positive and negative aspects of behaviour and is only useful if given in such a way that it can be understood and maintains a healthy relationship that enhances future relations. While giving feedback, I will consider the type of feedback the supplier provides to the retail distributors and the main idea behind the feedback. Based on the same feedback system I will give out my feedback. One important point to remember here is that the message people receive is largely based upon our body language, not just the actual words or our tones of voice. Therefore, I will communicate a willingness to work together by relaxing my body, orienting myself directly toward the retail distributors, making direct eye contact, smiling, and nodding.

Question 3

Clarification involves cross checking and confirming the necessary meaning as understood by the listener of what the speaker has said and resolving any confusion that exists in the listeners mind. One important purpose of

clarification is that it reassures the speaker that the listener is genuinely interested in the conversation and is trying to understand what is being told. Therefore, clarification will help me to express my views and the actual point regarding the management issue through explain it with relevant material, my tone and body language and receive the answer in the similar way which will help me understand the management issue. For example, if we have a culture and language barrier between us then I can clarify my point and understanding with relevant materials such as dictionary to define some words and reports to express my concerns. Feedback is defined as receiver's communication that the message has been received which is sent by the sender. Feedback depends on effective communication and therefore relies on variables such as the attitudes of the people giving and receiving the messages and factors that affect the clarity of the communication. In order to become clear on the justification of my concern in the management issue, feedback plays a very important role. While receiving the justification I will provide the Group Executive with some feedback I gathered during the earlier briefings and online blog feedbacks from the people who are unclear about the topic but affect them in their work in one way or the other. Therefore with different feedback from different people means a wide variety of thoughts and knowledge being shared which will help the Group Executive to become more clearly and explain/respond to the topic with an in-depth analysis.

Confirmation

Confirmation is another communication skill which helps people to check that their message has been clearly understood to avoid any future

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confusion. The information can also be repeated to confirm to check for correct understanding of the message. Therefore, I will repeat words and sentences to the Group executive so that I am genuinely confirmed with the clarity and understanding of the message/explanation he is trying to give to me and where possible write it down to refer/use it in future. I will also explain my point by repeating or defining it in a simple way so that the Group Executive can understand my point and stay and explain on the point I am unclear of so that I can refer to it at my workplace. Confirmation will help me to stay focused on the issue I am unclear about and gain knowledge and answers from the Group Executive on the relevant topics of my management issue.

Follow Up

Following up on a conversation is also a very important communication skill and providing a feedback through written reports is a good way of keeping people informed of what is happening in that particular area. Therefore, after a conversation with the Group Executive I will send a follow up email thanking him for his time and explain him on my understating of the topic. In the same email I will also include the topics discussed and a highlight of the Group Executive's explanation and examples during the meeting. Later on I will follow up with another email explaining how I have implemented his explanations and suggestions in my workplace and what the positive and negative outcomes are. This follow ups will help me by sorting out my workplace problems and guide me through my work and implementation process in achieving better results for my hard work

Question 4

a) Meeting Members

These individuals are the active participants during a meeting and they are called to attend a meeting. The meeting members or individual participants play a major role and their two responsibility during the meeting are as follows; The individual participants should interact actively in the meeting in activities like brainstorming because the participants broadly determine the course or base of the meeting. The individual participants should listen and understand the purpose of the meeting and the speaker and respond to any questions asked because this will confirm the speaker or the organizer that people are following and understand meeting topics.

b) Meeting Facilitator or Chairperson

The meeting facilitator or a chairperson plays a neutral role in the session and ideally does not join in discussions and contribute ideas to the group. The main task of the facilitator or the chairperson is to assist the group in generating a successful meeting outcome and guides the members in achieving the meeting objectives. Therefore the two responsibilities of a chairperson during a meeting are as follows; The primary role of a chairperson is to prevent any conflicts that arises during the discussions of the meeting agenda, the formal proceedings and acknowledgement of any special even or guest and makes sure that each member actively participates in the session. Another primary role of the chairperson is that they act as a supervising officer or a meeting guide because part of their responsibility is to organize the meeting administration and preparation. For example, the chairperson is responsible for calling out a meeting with any

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special agenda to discuss and upon his approval meeting date, venue and invitations are decided and given.

c) Minute Recorder/Secretary

The minute recorder is also known as secretary or minute take and the minute recorder takes a neutral stance just like the chairperson. The minute taker does not get involved in agenda evaluation, decision-making process, and interaction among meeting members. Therefore the two responsibilities of a minute recorder or secretary are as follows; The primary responsibility of this minute recorder is to record ideas or any discussions as accurately as discussed by the members. The minute recorder can utilize notebook or a laptop for recording of ideas. It is very important and the responsibility of the minute recorder not to change, edit or paraphrase what has been discussed during the meeting because it can create confusion and problems within the members later. Another important responsibility of the minute recorder is to type the meeting minutes in a proper format and give it to the chairperson with a raw copy to check for any changes or errors occurred during typing. It is the responsibility of the minute recorder to then distribute it to the members with a week either by email or on notice boards and also to present a copy to each member in the next meeting.

Questions 5

Downward communication is the process of the information flowing from the higher level to lower level. Alliance & Leicester used downward communication process to implement their organizational goals, policies, culture and ethics to its internal stakeholders in the following way;

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Implementation of goals with the help of organization hierarchy such as from Directors to senior management, to junior management, to supervisors and then the employees. Goals were also posted on the organizations website, notice boards and printed any the annual reports. Strategies and objectives was also conveyed through organization hierarchy and through organizations official written documents such as instructions, written articles on notice board and the annual reports which accessible to everyone. Job instruction and rational were given through group meetings and trainings session. For example, management decided to manufacture a new product therefore the company bought new machines to produce the product. Therefore, the supplier of the machine provided written instructions and training to senior management which was then passed on to the junior management, supervisor and employees. Procedures and practices were conveyed through organizations operations and training book and equipment manual folder where all the procedures are listed. This is either accessible to everyone or can be passed on to each other from organization hierarchy system. For example, any information and procedures regarding workplace safety can be found in the company's workplace safety folder and if anyone needs to learn any safety procedure then they can read this folder to gain knowledge. Performance feedback is given to each individual through performance review conducted by their immediate boss or supervisor. It can be also in a form or letter of appreciation given by the company or a reward for being the best employee of the month or year

Question 6

Decentralization is a management process where more decision making authority is given to the lower level managers and employee. It makes a business more flexible when compared to other forms of management because it allows employees who carry out the actual task to make decisions regarding at particular activity. In the decentralized system the information flows from lower level to upwards which is the opposite of the traditional management system. Three advantages of a decentralized system with their justification are as follows; One major advantage of the decentralized system is that the members of the same department or group have direct access to communication within each other. This eliminates the traditional management system because the manager does not have to pass the information through management hierarchy system. It alerts the management on the activities of the lower level management and which provides them with instant feedback. It is a very flexible management system in time of economic or competitive threats and in such hard times companies use this as their strategy to move forward. Because it provides a fast response to a lot of unrelated issues assigned to the lower level management and employees. For example, a company which experiences poor customer service can empower the lower level management with more authority and more access to company information. Decentralization also increases employee morale because the lower level management and employee will feel more in control and more responsible towards their work. This management practice and access to further company's resources will

also result in creating a team of creativity and innovation which will help the company to gain more in economic hard times.

Question 7

Internal messaging system using specific software's which is accessible to company directors to lower level management. Information can be shared and provided to anyone at any time and from anywhere even one is not at work. People can get remote access to the company system from anywhere and carry on working and if unsure of any problem they can get a feedback from a colleague or a senior level manager. Advantages are that if people can work from anywhere, then if people are not at work for some reason will not stop the operations of the work and work will be completed on time. Another advantage this system will make is that if staffs are not available then the works stress will not go on another staff and the company can save money by not replaced the staff because the same staff can carry out work from anywhere else. Disadvantage of the system is that sometimes too much information given to lower level management can invite certain threats to the company's information. If the username and password falls to wrong hand then it can cause a a lot of damage to the company..