ARDHI UNIVERSITY

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SCHOOL OF EARTH SCIENCES, REAL ESTATE, BUSINESS STUDIES AND INFORMATICS

COURSE NAME; **COMMUNICATION SKILLS**

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**QUESTIONS**

1. As an employee, how will you deal with threatening feedback from your boss?
2. Good feedback has to satisfy some characteristics; what are these?

**As an employee, how will you deal with threatening feedback from your boss**

feedback refers to the information or responses we receive from others during a conversation or interaction. It helps us understand how our message is being received and allows us to adjust our communication style accordingly. Feedback can be verbal or nonverbal and provides valuable insights into how our words and actions are perceived by others.

Threatening feedback is the feedback that is intended to intimidate, harm, or create fear in the recipient. It can involve aggressive language, personal attacks, or the use of power dynamics to assert dominance over the other person. Threatening feedback is harmful and can have a negative impact on the recipient's well-being and their willingness to engage in open communication.

Dealing with threatening feedback from your boss or any person can be tough. If you ever find yourself in that situation, it's important to prioritize your well-being and safety. If the feedback crosses a line and becomes abusive or threatening, you might want to consider reporting it to the appropriate authorities within your organization, such as HR or a higher-level supervisor. They can provide guidance, support, and help address the issue.

The disadvantage of threatening feedback in the workplace is that it creates a hostile and negative environment. It can lead to decreased morale, increased stress, and a lack of trust among employees. Threatening feedback can also hinder productivity and collaboration, as individuals may feel intimidated or fearful of expressing their ideas or opinions. It can have a detrimental impact on employee well-being and job satisfaction, potentially leading to high turnover rates and decreased overall organizational performance. It is important for organizations to foster a culture of constructive and supportive feedback to promote a positive work environment.

**Good feedback has to satisfy some characteristics; what are these?**

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The followings are the characteristics of good feedback

**being specific,** it means providing detailed and precise information. Instead of giving general statements, specific feedback focuses on particular actions, behaviors, or situations. For

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example, instead of saying "You did a good job," specific feedback would be more like "I really appreciated how you handled that difficult customer by patiently listening to their concerns and offering a solution that satisfied them." Being specific helps the recipient understand exactly what they did well or what areas they can improve upon. It allows for clearer communication and more targeted growth.

relevance and goal orientation , Detailed feedback should be directly related to the specific task or goal at hand. It should focus on the areas that are most important for the recipient's growth and development. For instance, if someone is working on improving their presentation skills, detailed feedback would highlight specific aspects like body language, vocal tone, or slide design that can be refined to achieve the goal of delivering a compelling presentation. By being relevant and goal-oriented, detailed feedback becomes actionable and helps individuals make targeted improvements in their performance.

Timeliness is an important characteristic of good feedback, Providing detailed explanations in a timely manner allows the recipient to reflect on the feedback while it is still fresh in their mind. This enables them to make necessary adjustments or improvements promptly. When feedback is given too long after the event or task, it may not have the same impact or relevance. Timely feedback also shows that you value the recipient's growth and progress, and it allows for a more efficient feedback loop. By providing detailed explanations in a timely manner, you can help individuals make immediate improvements and continue their development.

When giving good feedback, it's important to focus on the message from the sender rather than the sender themselves. Effective feedback should center around the content, actions, or behaviors being addressed, rather than personal judgments or assumptions about the sender. By focusing on the message, you can provide objective and constructive feedback that helps the recipient understand how their communication can be improved. This approach allows for a more productive dialogue and promotes growth and development in the individual's communication skills. So, it's best to provide detailed explanations that are centered around the message itself, rather than the sender.

In summary, good feedback is important for several reasons. Firstly, it helps individuals understand their strengths and areas for improvement, allowing them to enhance their performance and achieve their goals. Good feedback also fosters a culture of continuous learning and growth, as it provides valuable insights and guidance for development. Additionally, good feedback promotes effective communication and collaboration, as it encourages open dialogue and mutual understanding. It builds trust and strengthens relationships, both in personal and professional settings. Ultimately, good feedback plays a crucial role in supporting individuals' progress, promoting positive change, and creating an environment conducive to success.

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Reference

Douglas Stone & Sheila Heen. Thanks for the Feedback. Published year 2004 by Penguin Books

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