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| Title | **Respond to negative feedback** |
| Level | **3** | **Credits** | **2** |

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| Purpose | People credited with this unit standard are able to: demonstrate knowledge of own reactions to negative feedback; and respond to negative feedback in one-to-one situations. |

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| Classification | Core Generic > Social and Cooperative Skills |

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| Available grade | Achieved |

**Guidance Information**

1 Assessment for outcome 2 should be in an informal context, which may be the candidate’s workplace.

2 The negative feedback in outcome 2 must be about the candidate or about something or someone within their influence, and can be real or realistically simulated (unscripted).

**Outcomes and performance criteria**

**Outcome 1**

Demonstrate knowledge of own reactions to negative feedback.

**Performance criteria**

1.1 Own reactions to negative feedback are described.

Range reactions to at least three occasions of negative feedback by different persons in different contexts;

 description must include – own emotions, own behaviours, impact on self-image, impact on the relationship.

1.2 Influences underlying own reactions to negative feedback are identified.

Range may include but is not limited to – beliefs, values, assumptions, awareness at the time of influences acting on self and/or person giving the feedback.

**Outcome 2**

Respond to negative feedback in one-to-one situations.

**Performance criteria**

2.1 The responses to the negative feedback contribute to a positive outcome.

Range assertiveness, governed by fairness, accounts for cultural considerations, safety considerations, non-verbal, acknowledges the feelings and perceptions of the person giving the feedback.

2.2 Responses include any actions to be carried out.

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| Planned review date | 31 December 2027 |

**Status information and last date for assessment for superseded versions**

| Process | Version | Date | Last Date for Assessment |
| --- | --- | --- | --- |
| Registration | 1 | 22 May 1996 | 31 December 2019 |
| Revision | 2 | 27 March 1998 | 31 December 2019 |
| Review | 3 | 26 September 2001 | 31 December 2019 |
| Review | 4 | 16 July 2010 | 31 December 2019 |
| Rollover | 5 | 18 June 2015 | 31 December 2019 |
| Review | 6 | 25 January 2018 | N/A |
| Review | 7 |  | N/A |

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| Consent and Moderation Requirements (CMR) reference | 0113 |

This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

**Comments on this unit standard**

Please contact NZQA National Qualifications Services nqs@nzqa.govt.nz if you wish to suggest changes to the content of this unit standard.