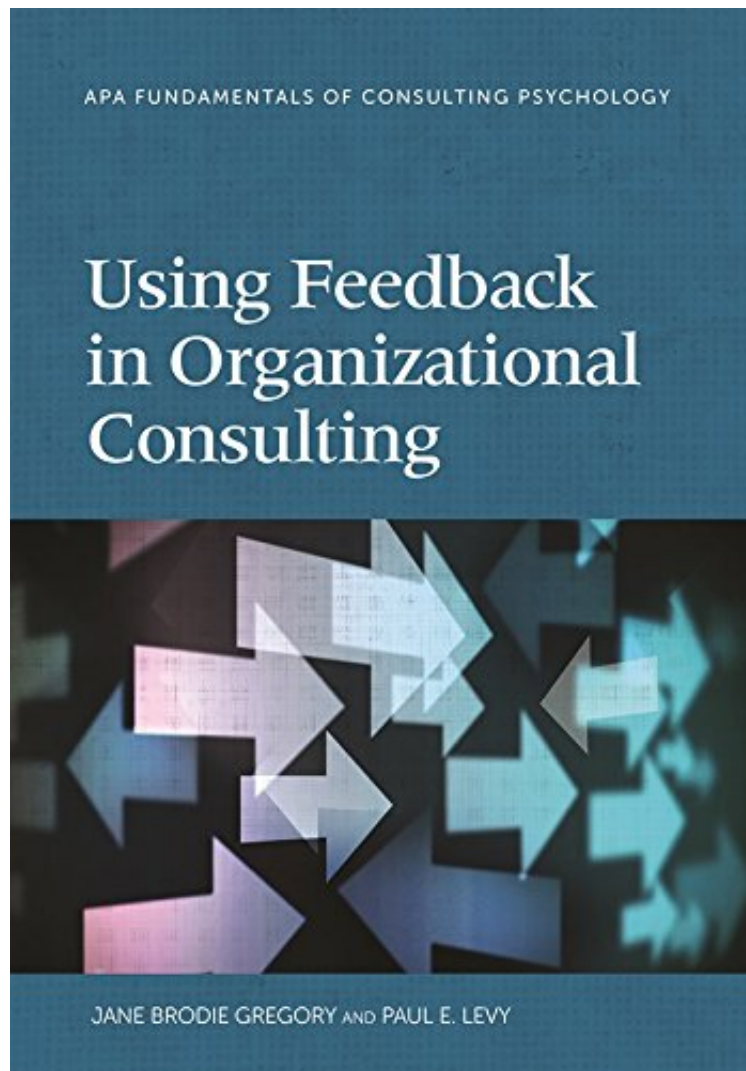


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Using Feedback in Organizational Consulting (Division 13: Fundamentals of Consulting Psychology)

Jane Brodie Gregory, Paul E. Levy

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Jane Brodie Gregory, Paul E. Levy : Using Feedback in Organizational Consulting (Division 13: Fundamentals of Consulting Psychology) before purchasing it in order to gage whether or not it would be worth my time, and all praised Using Feedback in Organizational Consulting (Division 13: Fundamentals of Consulting Psychology):

0 of 0 people found the following review helpful. Five StarsBy Mike t.Great book for consulting professionals .0 of 0 people found the following review helpful. Five StarsBy Dr. TroyExcellent examples and processes. Great resource.0 of 0 people found the following review helpful. A must-read for practioners and researchersBy Maya Yankelevich GarzaThis is an essential primer on feedback practice and underlying theory. It is an essential read for anyone working

with people, especially managers, consultants, and HR and organizational professionals where managing performance and development are a key component of daily actions. Gregory and Levy succinctly summarize foundational research and theory on feedback practice, and extend this work into their own, much more approachable and simple model of providing feedback. The authors then take each component of their four-part model and go into detail on how to apply the key concepts into practice to improve on feedback exchanges in organizations. The simple and easy to relate to language, as well as the real-world examples ensure that even abstract concepts are understood and can be applied. Readers will easily be able to translate the recommendations into practice in their own environment. Further, for those looking to expand the research of feedback giving, receiving, and individual difference in the feedback practice now have one critical resource that provides an essential summary of seminal studies. Students, researchers, and practitioners will all benefit from reading this book, and each will be able to relate to the structure and applicability.

Feedback is an essential part of communication, coaching, management, and human resource practices. Yet the essential elements that make feedback more effective often fail to go beyond the pages of academic journal articles and into the workplace where they could greatly improve communication and performance. This book is an easy-to-use resource that applies classic and current research findings to create actionable, evidence-based tactics that consulting psychologists, consultants, managers, and HR personnel can use to improve feedback exchanges in any work environment. The authors present a simple and straightforward model of the feedback process that includes four critical elements that can make or break a feedback exchange: the actions and behaviors of the feedback provider, the content of the message, the beliefs and perceptions of the feedback recipient, and the context in which feedback is provided. Each chapter includes a case example that highlights key takeaways from the research and illustrates how consultants can apply these concepts and strategies in real scenarios.

Whatever managerial role you serve as a psychologist, this book will strengthen your supervisory, consultative, and raining skills. The authors are well attuned to virtually every factor that constitutes feedback, be it the characteristics of the feedback provider and recipient, communication style, when and how feedback is given, and the influence of power-hierarchy on feedback effectiveness. And as the book makes eminently clear, performance feedback works best when the people involved like, trust and respect each other, a definitive admonition if there ever was one. --New England Psychologist "Well-written, comprehensive, and accessible." --PsycCRITIQUES

From the Inside Flap

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About the Author

Jane Brodie Gregory, PhD, is a senior consultant with PDRI, a CEB company in Arlington, Virginia, USA. The focus of her work and research is on leadership development, motivation, and performance management, with a particular emphasis on coaching, feedback, and goals. She previously was a visiting professor at her undergraduate alma mater, Washington and Lee University, USA, and was a manager of global leadership development with The Procter Gamble Company, where she led the coaching program and performance management process. Dr. Gregory's research has appeared in a number of publications, including *Consulting Psychology Journal: Practice and Research*, *Industrial and Organizational Psychology: Perspectives on Science and Practice*, and the *Journal of Organizational Behaviour*. She completed her doctorate in industrial/organizational psychology at the University of Akron, USA. She is active with the Society for Industrial and Organizational Psychology, Society of Consulting Psychology, and the Institute of Coaching at Harvard Medical School, USA, where she was a 2010 grant recipient.

Paul E. Levy, PhD, is a professor and chair of the Department of Psychology at the University of Akron, USA. After receiving his doctorate in industrial/organizational psychology from Virginia Polytechnic Institute and State University in 1989, USA, he joined the University of Akron, USA as a faculty member. There, he chaired the nationally ranked industrial/organizational psychology program for 10 years. He is a fellow of the Society for Industrial and Organizational Psychology and APA. His consulting and research interests include performance appraisal, feedback, motivation, coaching, and organizational surveys/attitudes. He is the author of one of the leading industrial/organizational textbooks in the field and more than 50 refereed publications, many of which have appeared in top journals in the discipline, including the *Journal of Applied Psychology*, *Organizational Behavior and Human Decision Processes*, and *Personnel Psychology*, and has been an associate editor of *Organizational Behavior and Human Decision Processes* since 2010. Dr. Levy has more than 25 years of consulting and grant-related experience; his clients or sponsors have included the federal government, large

private organizations, and local not-for-profit companies.