

Title	Respond to negative feedback in one-to-one situations		
Level	3	Credits	2

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
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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 Responses to the negative feedback are provided to 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 Any actions to be carried out are included in responses.

Planned review date	31 December 2027
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Status information and last date for assessment for superseded versions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	2 March 2023	N/A

Consent and Moderation Requirements (CMR) reference	0113
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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.