

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Status information and last date for assessment for superseded versions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	31 December 2025
Review	7	2 March 2023	N/A
Revision	8	28 August 2025	N/A

Consent and Moderation Requirements (CMR) reference	0113
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This CMR can be accessed at [Search Framework](#).

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.