

Organization Development and Change

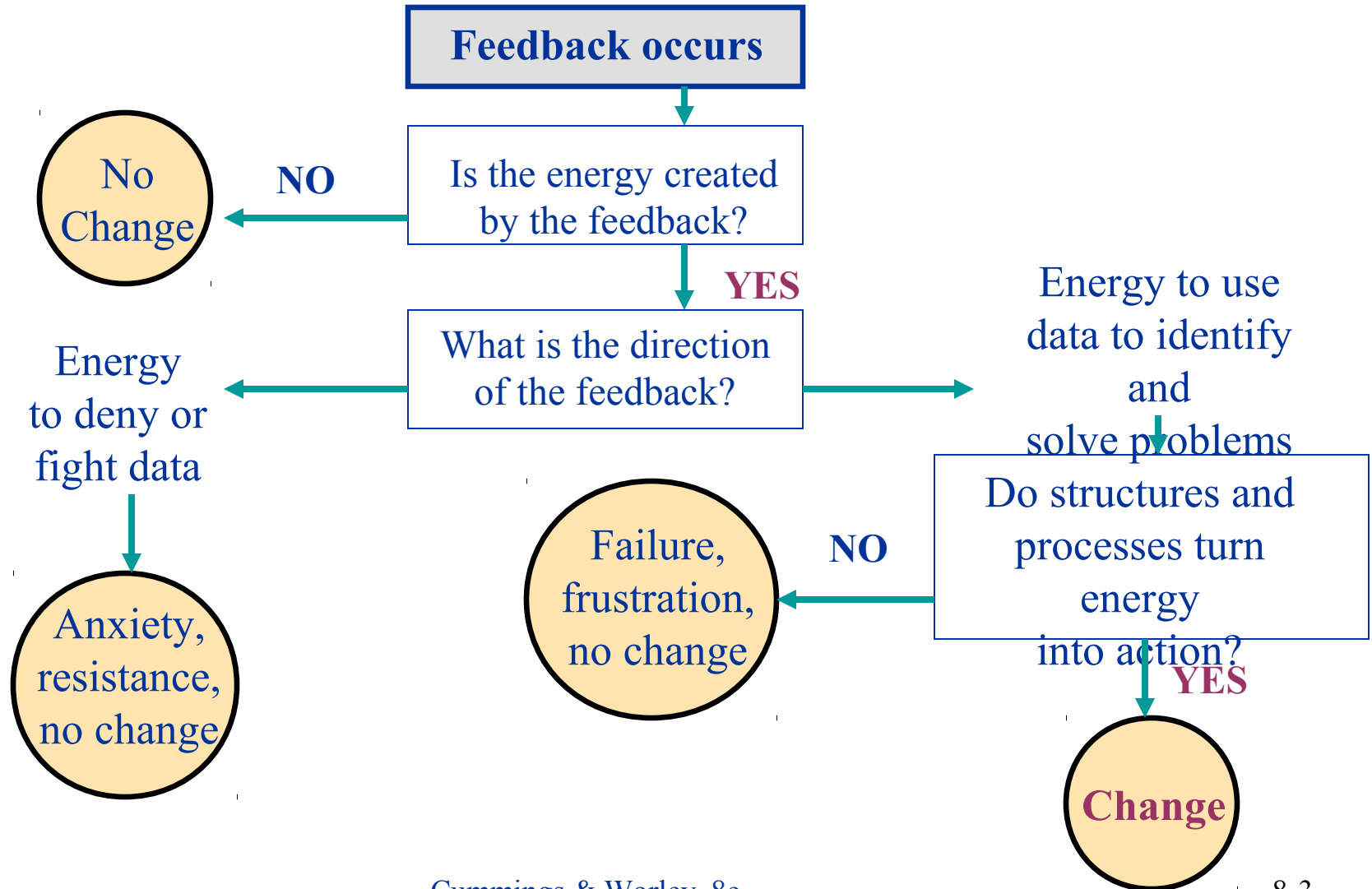
Feeding Back Diagnostic Information

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Learning Objectives for Chapter Eight

- To understand the importance of data feedback in the OD process
- To describe the desired characteristics of feedback content
- To describe the desired characteristics of the feedback process

Possible Effects of Feedback



Determining the Content of Feedback

- Relevant
- Understandable
- Descriptive
- Verifiable
- Timely
- Limited
- Significant
- Comparative
- Unfinalized

Effective Feedback Meetings

- People are motivated to work with the data
- The meeting is appropriately structured
- The right people are in attendance
 - knowledge
 - power and influence
 - interest
- The meeting is facilitated

Survey Feedback Process

- Members involved in designing the survey
- The survey is administered to the organization
- The data is analyzed and summarized
- The data is presented to the stakeholders
- The stakeholders work with the data to solve problems or achieve vision

Limitations of Survey Feedback

- Ambiguity of Purpose
- Distrust
- Unacceptable Topics
- Organizational Disturbances