

4.1.4: Additional Resources

Online Writing Laboratory (OWL) at Purdue has a comprehensive guide to the writing process. <http://owl.english.purdue.edu>

The newsletter *Managing Work Relations* offers an article on the grapevine and workplace gossip. www.workrelationships.com/site/newsletter/issue1.htm

Visit this About.com page for an informative article for managers on how to deliver feedback to subordinates. <http://humanresources.about.com/cs/communication/ht/Feedbackimpact.htm>

Read an inspiring story about feedback on this Helium.com page. www.helium.com/items/1231747-communication-skills-providing-feedback-that-has-an-impact

Read more about how to accept and benefit from feedback in this e-zine article. <http://ezinearticles.com/?Workplace-Communication—Accepting-Feedback&id=2147532>

Study Guides and Strategies presents an article on how to benefit from feedback when working with a tutor. www.studygs.net/feedback.htm

AllBusiness presents an article on the five main methods of market research. www.allbusiness.com/marketing/market-research/1287-1.html

Free Management Library presents an in-depth article on market research. http://managementhelp.org/mrktng/mk_rsrch/mk_rsrch.htm

Explore the home page of SurveyMonkey and learn about some of the decisions that need to be made in the process of designing a survey. <http://www.surveymonkey.com>

Read an article on how to organize a focus group by Carter McNamara, MBA, PhD. <http://managementhelp.org/evaluatin/focusgrp.htm>

Writers often receive feedback by having their documents edited. Read about what an editor does on the home page of KOK Edit. <http://www.kokedit.com>

ChangingMinds.org discusses Rogers's five feedback types with examples. http://changingminds.org/techniques/conversation/reflecting/rogers_feedback.htm

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