



By Maci Coates

What I've learned as a Feedback Assistant

What I do:

- Patrons submit questions or comments through forms like this on The Portal to Texas History and the UNT Digital Library.

Get in Touch

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Email Address:

To receive a response, please provide an email address in the form of person@domain.com.

Category:

Help us direct your comment by selecting a category.

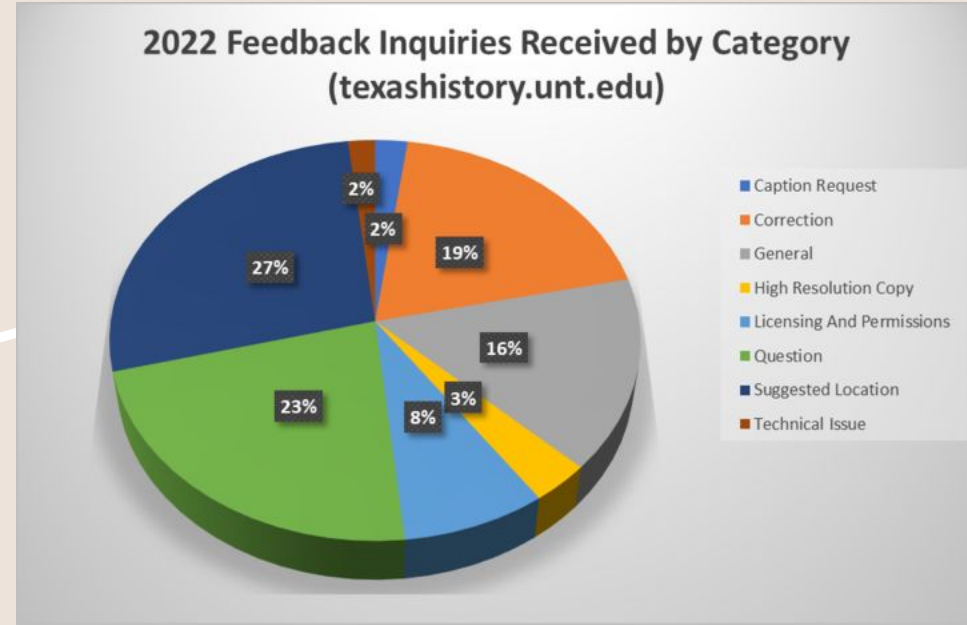
Your Comment:

Submit

Reset

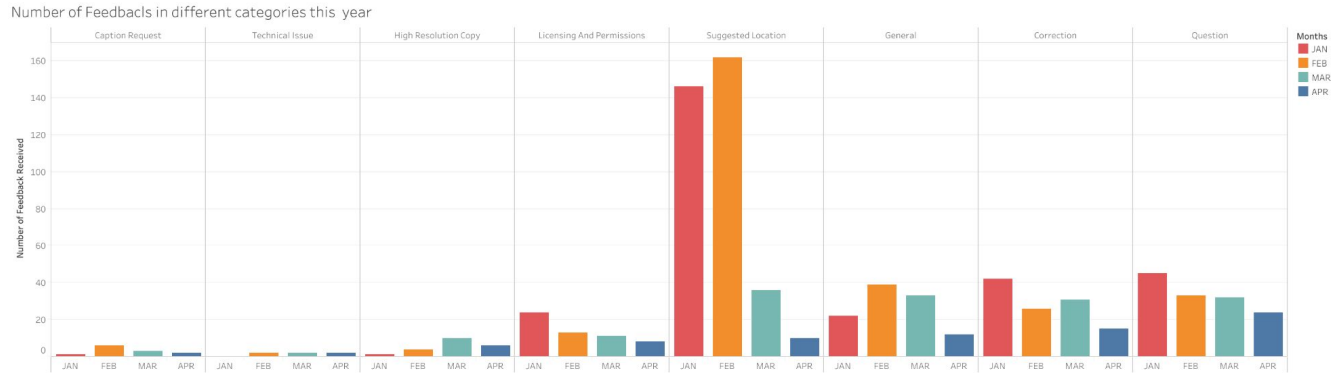
Types of questions we receive

- See graph
- The types of questions we receive vary daily
- A patron was convinced we were hiding that John F. Kennedy was a black widow spider



Daily routine

- Clock in
- Log into the feedback system
- Answer questions that come in
- Email the patron or forward to the appropriate contact



How do I do my job effectively?

- Due to the nature of this position, it is heavily dependent on the amount/types of questions we receive daily.
- Because I am in direct contact with users, it is important to use effective Communication strategies.

The Portal to Texas History Administration

Home > Aubrey_Feedback > Feedback > Do you have the May 9th issue? TEST



Change feedback

Object id:

Email address:

User feedback:

Legit

Feedback category:  

Status:

Site:

Why should you
care about learning
to communicate
effectively?

(you're always in a communication setting. Even right now!)

Important things to remember about communication

- Especially in a job like mine, where the work I do is through email and online, it is imperative to remember there is a person that is going to RECEIVE your message.
- Empathy
- English is weird
- Primacy and Recency effect
- Focus on I-statements and not accusatory language

English is weird.

If you put emphasis on the correct word, you make the message clearer for the recipient. However, if you stress the wrong word, it will change the meaning of the message completely.

- English is a stress-timed language

Example from The English Farm:

- I didn't steal your wallet, someone else did!
- I didn't steal your wallet!
- I didn't steal your wallet, I just borrowed it!
- I didn't steal your wallet, I stole his wallet!
- I didn't steal your wallet, I stole your cell phone!

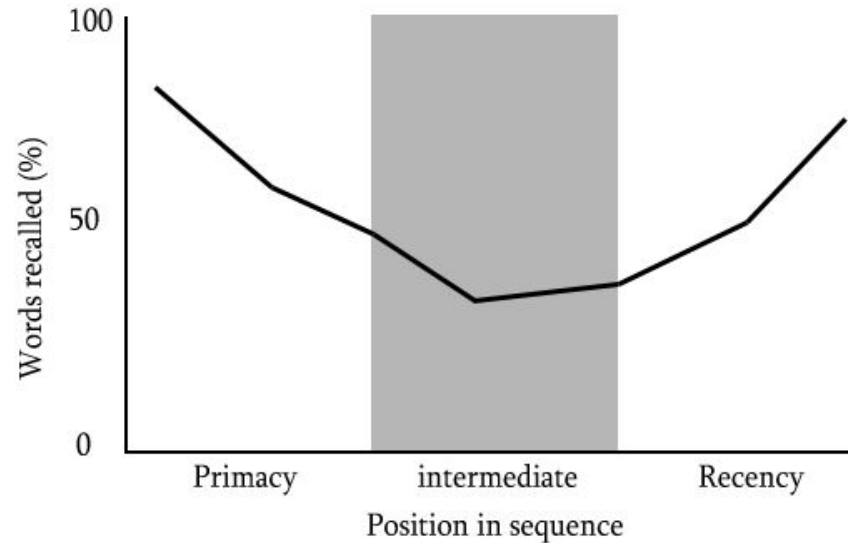
Primacy and Recency Effect

Primacy Effect

- The first thing you say will be remembered by the recipient

Recency Effect

- The last thing you say will be remembered by the recipient



Focusing on I-statements

Using I-statements

- Focusing on what *you* are feeling and why you are saying what you are saying

What this helps with

- Reducing the blaming, accusations, and defensiveness
- Voice your feelings and concerns

Accusatory language

- “You never”
- Accusing a person of doing something wrong before you know context

What this helps with

- Starting arguments

How I use this as a Feedback Assistant

- Just like in any other customer service job, you don't want to offend the customer.
- This looks like avoiding accusatory language and instead using "I think" or "I believe"
- Showing the customer appreciation at the beginning and ends of the email.

How do you use this information?

- When giving critique, use the Primacy and Recency Effect.
- When in an argument, use I-statements
 - Note: If there is yelling, something went wrong in the communication process.
- Engage emotionally to relate to others.

MYTH or TRUE?

- Communication can break down.
- Communication is only about what you say/write.
- Each person is born effective communicators.
- Everyone CAN be effective communicators.

Questions?