

## ***Feedback***

### ***„ 4 Ears“ or „4 Sides“ Model***

Book:

Friedemann Schulz von Thun, Miteinander reden: Kommunikationspsychologie für Führungskräfte

Links:

<http://annellchen.wordpress.com/2009/04/27/miteinander-reden-schulz-von-thun>

English: [http://en.wikipedia.org/wiki/Four\\_sides\\_model](http://en.wikipedia.org/wiki/Four_sides_model)

Deutsch: <http://www.schulz-von-thun.de/mod-komquad.html>

### ***Resources***

Deutsch:

Book: Paul Watzlawick: Wie wirklich ist die Wirklichkeit?

Book: V. F. Birkenbihl: Kommunikationstraining – Zwischenmenschliche Beziehungen erfolgreich gestalten

Link: <http://arbeitsblaetter.stangl-taller.at/KOMMUNIKATION/Feedback.shtml>

English:

## ***Appreciation***

### ***How and why to run Appreciation Exercises***

<http://www.estherderby.com/weblog/2004/07/appreciate.html>

<http://www.estherderby.com/weblog/2004/08/recognition-gap.html>

<http://cwd.dhemery.com/2004/08/appreciation>

### ***Exercises***

Book: Jean Tabaka, Collaboration Explained, Ch. 16. Visioning, Retrospection, & Other Approaches

Book: Diana Larsen and Esther Derby, Agile Retrospectives

Book: Norman Kerth, Project Retrospectives: A Handbook for Team Reviews

Excerpt: Norman Kerth, <http://www.retrospectives.com/pages/Anatomy.html>

[http://www.nickheap.co.uk/articles.asp?art\\_id=205](http://www.nickheap.co.uk/articles.asp?art_id=205)

### ***Appreciative Inquiry***

What is it? <http://appreciativeinquiry.case.edu/intro/whatisai.cfm>

Book: Sue Annis Hammond, Thin Book of Appreciative Inquiry (2nd edition)

Book: Diana Witney et al, Appreciative Team Building: Positive Questions to Bring Out the Best of Your Team

Links: <http://www.delicious.com/ipreuss/appreciativeinquiry>

*Resource list courtesy of:*

<http://www.ralph.miarka.de>

<http://www.deborahpreuss.com>