

Dissertation is about one task of personal control - communication, feedback and personal policy. Theoretic part includes informations about personal control and its components. One chapter discuss of feedback. Definition of feedback meaning, availability of its providing and receiving. Communication and its related theme of conflict appears here. Communication is getting into inner-firm communication. The end of dissertation includes communications and feedback exercises of working experience. The practical part is oriented into two parts – on status compare of personal policy in organisation in 4 years interval and communication inside the organisation in one department. Communication status and its estimation results in recommended proposal, which is centered into more professional work in department and develop one aspect of personal control - communication using of feedback.