

# GIVING AND RECEIVING FEEDBACK

1 DAY PROGRAM

## OVERVIEW

Feedback is a vital tool for letting team members know what is working and what is not working. Many leaders receive little formal training in giving feedback and so can avoid giving it. Research shows that avoiding feedback affects both the individual's performance, and also the productivity and morale of the entire team. So it is important leaders learn skills and gain confidence in giving direct, honest and sensitive feedback.

During this workshop you'll learn best practice techniques for giving and receiving both positive and constructive feedback that increases motivation and strengthens workplace relationships.

## OBJECTIVES

- Explain why feedback is essential
- Understand how feedback fits into the performance management cycle
- Explore reasons for underperformance
- Apply a framework for providing formal or informal feedback
- Deliver both constructive and positive feedback with confidence
- Stay neutral and rational
- Listen with empathy
- Ask for and model receiving feedback

## TO BOOK THIS PROGRAM OR DESIGN YOUR OWN...

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