

## Giving & Receiving Feedback

### Helping you to develop your team effectively ...

The author Kenneth Blanchard said that “Feedback is the breakfast of champions”. Yet so often people feel disheartened and upset by the feedback they receive and unwilling to share the feedback they know is needed. This workshop will help you to understand how to use feedback in ways that will allow you to make improvements to your own performance as well of those around you.

It is aimed at all employees who have a responsibility for the supervision or management of people. It is both an informative and interactive session where delegates will have an opportunity to practice all the techniques covered.

On completion of the course you will be able to :-

- *Recognise when and how to give feedback to others*
- *Know when and how to invite feedback from others*
- *Hold a constructive feedback discussion*
- *Handle difficult feedback effectively*



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### Course Content

#### MORNING

##### Understanding Feedback

- Personal experiences
- Constructive feedback
- Hurdles to giving effective feedback
- Perception & reality

##### The Feedback Discussion

- Structuring the discussion
- Holding the discussion
- SMART Targets

#### AFTERNOON

##### Holding an Effective Discussion

- Questioning & listening skills
- Getting the ‘penny’ to drop
- Emotive Language
- Transactional Analysis

##### Receiving Feedback

- Inviting feedback
- Handling your reaction
- Structuring the discussion

