OBJECTIVE:

Giving and Receiving Feedback

Feedback in the workplace is essential for making progress. Giving and receiving feedback is a great way to make sure that employees stay on track and continue to be aligned with the organizational vision. Using tools and practices, you can make it quick and easy for managers to give their direct reports and for team members to give each other feedback as part of the culture and as part of the norm. Positive feedback can be a simple thanks or recognizing progress. Constructive feedback can help others gain valuable objective perspective to help improve and move forward towards accomplishing a project, goal, or other achievement.

STRATEGY:

We integrate adult learning principles into our training by incorporating individual exercises, role-play, teamwork, skill practice, feedback, and evaluations. This workshop will can be customized to include relevant language, role-plays and exercises that are realistic for your organization. We can also incorporate your competencies and the use of tools from your performance management process.

PARTICIPANTS WILL LEARN:

At the conclusion of this Giving and Receiving Feedback program, participants will be able to:

➢ Understand the value of feedback within an organization
➢ Identify the do's and don'ts of giving and receiving feedback
➢ Explore the guidelines for effective feedback
➢ Practice and develop feedback skills through a structured methodology
➢ Learn the essentials of receiving feedback to actively hear and apply for a higher level of performance
➢ Learn how to praise others
➢ Experience how to navigate through (often) those difficult conversations
➢ Set goals for action planning and accountability of transfer of learning
➢ Provide progress reports and ongoing support through the use of effective feedback and one-on-one meetings as described in the workshop.
➢ Create a climate of continual performance improvement by fostering a motivating environment that celebrates success.

WORKSHOP AGENDA

GETTING STARTED
- Introductions
- Objectives
- Overview/Agenda

UNDERSTANDING THE VALUE OF FEEDBACK
- The Value Stream – Creating the right environment and culture
- Understanding the Value of Feedback
- Coaching vs. Feedback

THE COMMUNICATION PROCESS
- Dos and Don'ts of Feedback
- The Basics
- Top Ten Guidelines for Giving Feedback
- The Feedback Methodology – A Structured Process
- How to effectively receive feedback.
- Consequences of avoiding feedback
- Top Seven Guidelines for Giving Praise

ACTION PLANNING AND WRAP UP
- Practice the tools from the workshop
- Action Planning for ongoing commitment
- Review, Q&A, Wrap up

LENGTH OF SESSION
ONE-DAY AND HALF DAY WORKSHOPS AVAILABLE

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