Effective Feedback

Hone the delicate art of giving constructive feedback in difficult situations

▶ ## PROGRAM BENEFITS

Effective Feedback provides managers and team members with solid communication tools and time to practice them. Giving constructive and corrective feedback is one of the most challenging aspects of supervising others or participating on project teams. When people are uncomfortable delivering feedback, they may "sugarcoat" or harshly share feedback or avoid the hard issues altogether and miss an opportunity for improved collaboration and performance. In this program, attendees will learn a simple structure for giving effective feedback and empower them to initiate conversations and frame the feedback for better outcomes. This course also teaches you how to construct agreements well and manage them when they are broken. The key learning areas are:

- Prepare for giving effective feedback using a simple 5-step feedback model
- Learn to be direct – hard on the issues, soft on the people
- Use informal feedback to reinforce learning and behavioral change
- Create strong agreements by clarifying outcomes, identifying procedures, roles, and stakeholders, set milestones and establish communication systems
- Manage and renegotiate broken agreements

▶ ## PROGRAM OBJECTIVES

Participants build awareness of and skill with:

- what makes good feedback and why it is important to give it
- when to inquire versus when to make statements
- how to observe and listen without making assumptions or judgments
- how to prepare effective feedback statements for maximum results
- components of effective agreements and methods for managing agreements not kept

▶ ## IMPLEMENTATION/CUSTOMIZATION

Effective Feedback is an experiential workshop that blends skill-building practice and application with self and group advice and reflection. The program is generally a half-day in length though can be expanded to one day with larger groups or those for whom providing feedback is a significant part of their job. Brief interviews with appropriate representatives are conducted prior to the workshop to surface key issues and ensure session presentations address relevant dynamics of current workplace situations. The session has a tailored focus on practice and application to resolve relevant issues at the organization. Using actual client scenarios, participants prepare and practice making statements and receiving feedback from colleagues and the facilitator.

▶ ## AUDIENCE

Supervisors, leaders, managers, training professionals, project team members and those who routinely must give constructive feedback.

◤ ACCORDENCE