

Effective Feedback

The practice of giving and receiving feedback often and well is of considerable benefit to both the individual and the organization. Despite its importance, the feedback process is often seen as daunting and potentially uncomfortable. This course addresses the apprehensions and motivations associated with feedback and presents the feedback process as invaluable, rewarding, and critical to cultivating a healthy workplace culture. It emphasizes the skills and best practices that promote a productive feedback experience, and it uses communication models and techniques that participants can use to plan and engage in their own feedback conversations.

Objectives

- Understand the reasons people avoid feedback situations
- Increase awareness of the importance of giving and receiving feedback often and well
- Learn skills to improve the ability to give and receive feedback at all levels of an organization
- Practice giving feedback using simple but effective models and techniques
- Create a plan to solicit feedback

Benefits

- Increased dialog across the organization, leading to surfacing and resolving problems
- Improved skills and tools that support the creation of a feedback culture at any organization
- Barriers to exchanging honest, clear, specific, actionable feedback are addressed and removed
- Feedback becomes a key to individual development and continuous improvement at all levels of the organization

<i>Supported Competency Focus Area</i>	
Self-Awareness	<input type="checkbox"/>
Relating	<input checked="" type="checkbox"/>
Thinking	<input type="checkbox"/>
Working	<input type="checkbox"/>
Leading	<input checked="" type="checkbox"/>
Teaming	<input checked="" type="checkbox"/>

Format

Classroom-based: Half day

Virtual: 4 hours (two 2-hour modules)

See Also

Performance Management