



GIVING & RECEIVING FEEDBACK

COURSE OUTLINE

- :: Feedback Overview
 - Benefits of feedback
 - Feedback frameworks
 - Core aspects of effective feedback
 - Obstacles to feedback
- :: Giving Feedback
 - Identifying feedback opportunities
 - Establishing positive motives for feedback
 - Applying frameworks for delivering feedback and dealing with defensiveness
 - Creating positive and constructive feedback statements
 - Role plays with customized scenarios
- :: Receiving Feedback
 - Best practices
 - Granting permission
- :: Action Planning to Apply Skills

Giving and receiving feedback are core managerial and leadership skills – both in terms of our own development as well as the contribution we make to helping others be successful. Although most of us recognize the value of feedback, we often shy away from giving it for a variety of reasons:

- :: We don't know how to start the conversation
- :: We are unsure of how to say what needs to be said
- :: We are concerned about how the other person might react

This workshop addresses these concerns, introduces reliable frameworks for conducting feedback conversations, and gives participants a chance to practice these techniques in meaningful role plays customized to your organization's context. Participants will leave better able to provide the kind of feedback that leads to positive results.

WORKSHOP OUTCOMES

Participants will:

- :: Learn feedback skills that can be applied immediately upon returning to work
- :: Understand how to balance positive and constructive feedback without diluting the message
- :: Identify feedback opportunities
- :: Learn tips for dealing with defensiveness and emotional reactions
- :: Gain practice in giving feedback to others using real situations
- :: Understand how to be better recipients of feedback

Next Step Partners' "Giving & Receiving Feedback" workshop provides an approach to giving feedback in a way that is direct and honest, while still being supportive and motivating. The workshop de-mystified the key aspects of giving effective feedback and provided a coherent framework for dealing with defensiveness. The role plays provided realistic scenarios for the participants to take their skills to the next level. In addition, the written materials accompanying the workshop are top-notch!

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