

Giving & Receiving Feedback

Course Code

SSBS153

Duration

1 Day

Format

Classroom | Classroom/Virtual | Virtual

Overview

Whether it's positive or negative, feedback is invaluable. When delivered effectively and received well, it can build strong working relationships, motivate team members and transform performance. This course explores all aspects of feedback, both formal and informal. Attendees will work through tools and frameworks they can use to deliver positive and productive feedback sessions. They will also look at how to receive feedback graciously.

Objectives

On completion, attendees will have a clear understanding of what effective feedback is and the communication skills required to provide and receive it.

Content

- Setting clear performance expectations
- Effective communication
- The powerful conversation
- Providing motivational feedback and praise
- Planning for effective feedback
- Steps to giving effective feedback
- Steps to receiving effective feedback
- Handling difficult feedback situations
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- Effective communication
- The powerful conversation
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- Steps to receiving effective feedback
- Handling difficult feedback situations

Who Should Attend

This course is designed for anyone interested in enhancing their skill in giving and receiving effective feedback.

Prerequisites

There are no prerequisites for this course.