

Academy of Training

Giving and Receiving Feedback

Overview

The ability to give and receive feedback constructively is one of the key factors for success in business today. However, to do so effectively requires many skills. We must not only be clear as to our purpose in giving feedback, be it to motivate or modify performance, but do so in a way that is precise, focussed and supportive of the needs of both the giver and receiver.

We need to communicate clearly and consistently, focussing on observable behaviours instead of judgements. By adopting this approach across an organisation, we are able to provide a common language, a common experience and a common set of skills to enable feedback to become part of "the way we do things around here".

Objective

The objective of this one-day workshop is to assist managers, team leaders and staff in developing all the key skills to provide both positive and negative feedback. The focus of the programme will vary according to the needs of participants, be they performance managers or staff.

Content

Topics covered in the workshop include:

Introduction

- What is feedback
- The purpose of feedback – to motivate or to modify
- The feedback model.

Fundamental feedback skills

- Observing
- Listening
- Questioning
- Restating
- Providing information
- Appropriate assertiveness.

Giving feedback:

- Focusing on specific behaviour rather than judgements
- Separating motivational from modifying feedback
- Making feedback clear and specific
- Focusing on the future rather than dwelling on the past
- Avoiding feedback overload
- Being direct and honest without damaging relationships.

Receiving feedback

- Tips for requesting feedback, Questions to ask
- Handling resistance to feedback.