

## **Giving & Receiving Feedback**

Feedback is a vital part of any manager role. If it is not given, poor performance reigns supreme, however if it is given well, performance improves, people feel more empowered and stronger relationships are built. Without receiving feedback, we are blind to both our strengths that we should leverage and of course our development areas to improve upon.

This course will help managers to become at ease with both giving and receiving feedback.

### **What will you learn?**

- ⇒ How to give feedback to others in an effective, positive and empowering way.
- ⇒ Be equipped to receive feedback from others, also being able to make decisions about what to do with it.
- ⇒ Understand the value of effective feedback in relationship building.
- ⇒ Apply learning to work-based real life scenarios.

### **What will you cover?**

- ⇒ What is feedback
- ⇒ The difference between feedback, coaching and counseling
- ⇒ When to give feedback
- ⇒ A structure for giving feedback
- ⇒ The importance of communication and body language
- ⇒ Powerful questioning
- ⇒ Active listening
- ⇒ Encouraging feedback from others
- ⇒ Challenging inappropriate feedback
- ⇒ What to do when it goes wrong
- ⇒ Create a positive plan of action to embed learning

### **Who is it for?**

Managers who feel they should give feedback more regularly and are not sure how to do this, or who find it difficult to receive feedback from others.

### **How long will it take?**

One day