

Giving and Receiving Effective Feedback

Giving and receiving effective feedback to your team offers great benefits. Many times we lose site of how impactful those benefits can be, however, when given at the right time in a respectful, positive and constructive manner, feedback is the key to individual and organisational success. Benefits include improving performance, creating a pipeline, building trust and improving employee retention.

Feedback drives performance of the team member aligning it with the objectives of the team and the business. When given effectively and in a positive manner it will yield great results this is why it is such a fundamental skill for all leaders to do well.

Learning Outcomes

At the end of the programme, participants will:

1. Appreciate the value of feedback in giving and receiving
2. Understand and appreciate the fundamental components of the communication model
3. Practice giving feedback using the BOOST Feedback Model, applying effective communication strategies
4. Understand how to deal with conflict and have a difficult conversation
5. Have access to effective feedback tools to assist the delivering of effective feedback

Programme Format

Giving and Receiving Feedback workshop is typically delivered in one-day (8 hours).

Methodology

This interactive programme is built around facilitator inputs, plenary discussions, group work, individual practice and reflective exercises. Skill-building, experimental and participant-centric learning methodologies are utilised throughout the workshop. Participants will have ample opportunity to explore the content to develop and critique their feedback capability.