



Giving Effective Feedback

Description: *Some of us are not naturally talented when it comes to giving feedback, but this course will help managers to do so professionally. Whether supervisors need training to be able to deliver formal performance reviews, or they need some finesse when delivering informal feedback. Effective Feedback Training is an amazing one-day workshop which covers all the basics. This course covers how to leverage the benefits of open questions, active listening, applying a feedback framework, using six characteristics of delivering effective feedback, and setting up the feedback meeting.*

Session One: Course Overview

Session Two: Definitions

- Food for Thought
- When Feedback is Needed

Session Three: Speaking Clearly

- Being Descriptive
- Staying Neutral

Session Four: Communication Strategies

- Basic Skills
- Probing
- Non-Verbal Messages
- Interpretation Exercise

Session Five: Characteristics of Effective Feedback

- Six Characteristics
- Formal Feedback Framework
- Informal Feedback Framework
- State Your Case
- Pre-Assignment Review.

Session Six: Receiving Feedback Graciously

Session Seven: Testing the Waters

Role Plays

Workshop Wrap-Up