**Introduction**

Many people find delivering constructive feedback to be a challenge, frequently declining opportunities to do so, whether from a desire to spare the person’s feelings, avoid an uncomfortable conversation, preserve their image of themselves as ‘nice,’ or save time.

This effective feedback workshop aims to give you a full range of approaches, skills and techniques to help you manage the different feedback situations you face and to give you different frameworks for having ‘constructive’ conversations.

**Objectives**

- Understand the fundamental elements of effective feedback
- Learn how to deliver day-day feedback (positive and constructive)
- Know how to create the feedback culture – beginnings
- Know how to receive feedback
- Develop specific feedback habits (i.e. 2+2)
- Be able to match three methods/processes of feedback to the situation
- Be able manage personal bias

**Programme Content**

<table>
<thead>
<tr>
<th>Session(s)</th>
<th>Content</th>
<th>Pre/Post work</th>
</tr>
</thead>
</table>
| Creating a Feedback Culture in your organisation and/or team | **Introduction** – Concerns, distractions and expectations  
**Challenges** giving and receiving feedback  
- Two levels of feedback (when/where)  
- **Focus** – (Attitude/Behaviour/Results)  
- How to respond - Keep the gifts coming  
**Practical Exercise** – Level one feedback (+ EBI) – learning  
**Performance Management and More than +/EBI**  
**Causal analysis** - Motivation and Expectations  
- Introduction to the **SAID model**  
- Case study – Practical | Case study  
Self-analysis |
| Deeper conversations | **Practical Exercise**  
- Review session one and personal experience  
**Step conversation**  
- steps to success (increased accountability)  
**Getting your head right**  
- Who’s the villain/Managing Bias  
- Adopting the growth mindset  
**Practical ‘real-play’ (small group work)**  
- Current issues with structured peer support  
- Observation – feedback (+ EBI) – learning  
**Other factors**  
- Meaningful 360-degree feedback  
- Dealing with emotions – shock cycle | Personal experience – practical |
Course details

<table>
<thead>
<tr>
<th>Course duration</th>
<th>2 x 3 hours over 2 days</th>
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</thead>
<tbody>
<tr>
<td>Course times</td>
<td>9.30am – 12.30pm</td>
</tr>
<tr>
<td>Max delegates</td>
<td>9</td>
</tr>
<tr>
<td>Open calendar</td>
<td>Yes</td>
</tr>
<tr>
<td>In house</td>
<td>Yes</td>
</tr>
</tbody>
</table>

For prices and dates please get in touch learning@cambridgenetwork.co.uk
www.cambridgenetwork.co.uk/learning