Effective Feedback Programme – Virtual

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

Session(s)	Content	Pre/Post work
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

Course duration	2 x 3 hours over 2 days
Course times	9.30am – 12.30pm
Max delegates	9
Open calendar	Yes
In house	Yes

For prices and dates please get in touch

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