



Giving & receiving feedback

High performers welcome and actively seek feedback; underperformers, while not always welcoming it, are likely to need honest, constructive feedback to get them on track and help them to meet business objectives. This course provides tools, techniques and a common language to help participants to give and receive constructive feedback – both praise and criticism.

Around 2 hours • Face-to-face or virtual • Typically 4-15 participants • Supported by course notes • Interactive

Key course elements

The benefits and barriers of honest feedback

- Understanding the importance of giving honest, constructive feedback in good time
- What stops us from giving and accepting feedback?

Asking for feedback

- Inviting feedback from others

Receiving feedback

- LEARN – a 5 step approach to receiving feedback effectively

Giving feedback

- Positioning the purpose of the feedback in a positive way
- Using evidence and specific detail to highlight effective / ineffective actions
- Avoiding trigger words and phrases
- Highlighting the impacts of a particular behaviour, action or omission
- Outlining/agreeing the corrective action required to improve performance

Praise, feedback for improvement and gaining commitment

- Models for giving clear constructive criticism and sincere praise
- Securing agreement and commitment to the behaviour you wish for

Participants will learn to...

- Recognise and overcome the fears that may prevent them from speaking candidly
- Ask for feedback in specific terms
- Create a safe and open environment in which feedback is expected and welcomed
- Use a simple framework to ensure that the feedback they give is understood and accepted
- Establish an expectation for change by gaining commitment and following up on the required performance or behaviour
- Use praise and feedback for development to distinguish between desired and unwanted behaviours

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