

# Gearing You For Growth

Bursaries | **Business Skills** | Coaching and Mentoring | Computer Skills | E-Learning | Learnerships | Skills Development | Virtual Training

## Giving Effective Feedback

### Course Overview

As human beings, we often hunger for feedback. However, many people will tell you that when they do get feedback, it is often because of something they have done wrong.

This one-day course is designed to help workplace leaders learn how to provide feedback any time that the message is due. Whether feedback is formal or informal, and whether it is provided to employees, peers, or someone else, there are ways that it can be structured to be effective and lasting.

This course will help delegates learn why the way we deliver feedback is important, how to deliver a message so that people accept it and make changes that may be needed, and how to accept feedback that we are offered.

### Course Objectives

This one-day workshop will teach delegates how to:

- Explain why feedback is essential
- Apply a framework for providing formal or informal feedback
- Use descriptive language in delivering feedback
- Describe six characteristics of effective feedback
- Provide feedback in real situations

### Prerequisite

There are no prerequisites.

### Target

This course is for any person who manages other resources and is responsible for the development of that person.

### Duration

- 1 Day



## Course Outline

### Definitions

To start, delegates will learn some key terms about feedback. They will also explore some situations where different kinds of feedback would be needed.

### Speaking Clearly

When providing feedback, you want to make sure that people are hearing what it is that you are saying. This session will help delegates make sure that the language that they use is descriptive and clear. Techniques on staying neutral will also be discussed.

### Communication Strategies

This session will help delegates improve communication skills that are essential to giving good feedback, including questioning techniques, probing tools, and ways to manage their non-verbal messages.

### Characteristics of Effective Feedback

Next, delegates will learn about the six characteristics of effective feedback. We will also share a framework for formal and informal feedback discussions. Delegates will then apply their new skills to a case study and to examples from their own lives.

### Receiving Feedback Graciously

Sometimes giving feedback is easier than receiving it. This session will give delegates some ways to receive feedback in a gracious manner.

### Testing the Waters

The final session of this course will give delegates some hands-on practice with giving and receiving feedback.