

Giving and receiving feedback

Full Day



This one day program gives people at all levels greater confidence in giving and receiving feedback. Participants learn the practical techniques for discussing issues calmly and objectively.

When should we give feedback?

- The benefits of giving feedback
- Why are people reluctant to give praise and criticism?

The golden rules

- Focus on issues not people
- Be prepared for defensive responses
- Stay objective
- Don't generalise about performance
- Always have a constructive outcome in mind
- Choose the right time and place

Preparing

- What must you know?
- How to turn subjective opinions into objective statements
- How to be objective when there are no clear guidelines
- Identifying contingency plans for negative responses
- When and where is most appropriate for all parties?
- What specific outcome do you want from the discussion?

Giving feedback

- How to ask questions to raise issues without 'attacking' people
- How to identify any underlying needs of the other party
- Negotiating an outcome that meets the needs of all parties

Praising people

- Why are people reluctant to praise others?
- How to add credibility to your praise
- Where and when to praise people



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Working with passive and aggressive people

- What are the classic indicators of passive or aggressive behaviour?
- The phrases that inflame defensive or aggressive people
- How to encourage passive people to voice their concerns
- Keeping feedback balanced

Receiving feedback from others

- How to paraphrase personal criticism as objective statements
- The key to looking open and attentive when you are being criticized
- How to acknowledge what has been said
- How to disagree with people calmly and respectfully
- Proposing solutions to move a discussion from the *past* to the *future*



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