

FEEDBACK

Unlock proven tools for giving and receiving feedback

◆ ABOUT THE COURSE

Giving and receiving feedback is an essential part of any role, but giving feedback is often something we avoid. And when it does happen, it can turn into a defensive conversation where one or both parties shuts down.

We have to remember the purpose of feedback is to create positive change. With the right tools and strategies at your disposal, feedback is nothing to fear. This session will show you that when handled correctly, feedback helps you both build rapport with others and achieve better work results.

◆ SESSION AGENDA

01 The Importance of Feedback

Explore why feedback matters and the common barriers to giving and receiving it effectively.

02 Giving Feedback

Learn how to deliver feedback that is clear, constructive and encourages positive change.

03 Brain-Friendly Techniques

Explore practical ways to make feedback easier to hear, understand and act on.

04 Receiving Feedback

Develop the skills to receive feedback with openness and use it to support your growth.

◆ INTERACTIVE EXERCISES

What makes feedback effective

Outline the characteristics of effective feedback.

AID Framework

Apply the AID formula to a real or practice situation at work.

Brain-Friendly Techniques

Practise using I-Statements and Yes And to deliver feedback without triggering defensiveness.

Receiving Response

Identify the behaviours you will commit to next time you receive feedback.

◆ LEARNING OUTCOMES

- ◆ Develop the skills to deliver feedback clearly, constructively and with empathy.
- ◆ Understand how your communication style affects how feedback is received.
- ◆ Learn how to receive feedback with openness and a constructive mindset.

FACILITATED SESSION

This is a facilitated, discussion-led workshop rather than a lecture. Your coach guides the group through practical exercises, encourages open discussion, and creates an engaging environment where participants can share experiences, challenge their thinking and learn from one another.