



# Giving & Receiving Feedback

## Overview

Feedback is essential to the productivity and performance of teams and small businesses. It aids learning, increasing motivation and ensures better communication at work. Effective feedback is crucial to gain the best results and this course will provide attendees with the tools to both give and receive that feedback

## Who is it for?

Individuals who need to give feedback to staff, colleagues & clients on a regular basis and want to improve performance.

## What's covered?

- What feedback is and why is it important
- The Johari Window feedback model
- Feedback benefits
- Feedback and motivation
- Self Appraisal & taking responsibility
- On-going career development
- Receiving feedback
- Questioning & listening skills
- Giving feedback – the constructive approach

## Learning Objectives

- Understand the importance of effective feedback on performance
- Be able to receive feedback and use it constructively
- Efficiently deliver feedback that motivates and drives better performance in others
- Deal with difficult situations that may arise

Workshops are delivered by experienced training and development professionals