

GIVING & RECEIVING FEEDBACK

LENGTH

1.5 Hours

CERTIFICATION

FORMAT

Live/Virtual

Have you ever felt uncomfortable waiting to give feedback to an employee? How about receiving feedback from a superior? Many of us dread the moment we have to give feedback to or receive feedback from a peer or boss, and yet objective feedback is an essential part of professional growth and organizational success.

In this course, participants will learn how to give and receive feedback in an objective, goal-oriented way that builds individual confidence and promotes a growth mindset to drive improved business outcomes.

WHO SHOULD ATTEND?

Managers, team leaders, new-hires, and anyone who wants to improve their ability to work with others.

LEARNING OUTCOMES

After taking this course, you should be able to:

- explain what feedback is and is not
 - deliver and receive feedback in a structured way that builds confidence and promotes professional growth
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COURSE OUTLINE

Introduction

- What is feedback?
- Why do we give feedback?
- Practice: Identify Feedback

Delivering Feedback

- Setting the stage for giving feedback
- The Facts-Commentary-Impact (FCI) model for structuring feedback
- Practice: Deliver FCI Feedback

Receiving Feedback

- Preparing to receive feedback
- The Listen-Question-Reflect (LQR) Model for receiving feedback
- Practice: Receive Feedback