

Giving and Receiving Feedback

Participants will take a feedback quiz and immediately be reminded of one of the paradoxes of feedback. After a fun, yet meaningful activity, participants will be introduced to the steps necessary for giving constructive and positive feedback. Participants will have opportunities for feedback practice, assessment, and application.

Objectives

- ★ Discuss why feedback is important to you, all employees, and the organization.
- ★ Identify what makes feedback effective.
- ★ Discuss and apply the steps necessary for giving effective feedback.
- ★ Recognize opportunities to provide feedback when they arise.

Training Time

8:00 AM - 12:00 PM or

8:00 AM - 12:15 PM, if the feedback effectiveness self-assessment is given as prework and reviewed at the conclusion of the module

Attendees

All employees, especially those with an opportunity to give feedback regularly

Recommended class size

8 - 30 participants

Recommendations

Take the *Coaching: A Beginning* module first, followed by the *Coaching: Now Do It* module.

Requirements

None

Investment

\$5,000. In other words, if you have 150 participants, it would cost \$33 per participant. You can do your own calculations to determine the actual price per participant for your needs: 250 participants = \$20 each; 500 participants = \$10 each.

This investment includes the Instructor/Facilitator Guide and Participant Guide. It may also include handouts, case studies, job aids, PowerPoints, wallet cards, and scenarios. The documents may be provided in Word and/or PowerPoint so that you may customize them to meet your needs.

Unlike other companies, you do NOT need to take certification classes before you can purchase and use the material. We can help you train your trainers, but that is not a requirement for purchase. Once you purchase the material, it is yours to use as you wish throughout your organization, as many times as needed, by as many trainers as necessary.

Would you like a sample of a complete Module? Check out our [Business Ethics Module](#).

Note: 8:00-12:15 if feedback self-assessment is given as prework and reviewed at the conclusion of the module

Session 1 (85 minutes)

Welcome

Introduction

Feedback Compass

Feedback Activity

Effective Feedback

Break

Session 2 (65 minutes)

Giving Constructive Feedback

Evaluative vs. Descriptive Feedback Exercise

Giving Positive Feedback

Break

Session 3 (90-105 minutes)

Feedback Practice

Feedback Opportunities

Feedback Application

Wrap Up (+15 for Feedback Effectiveness Self-Assessment prework)