

Improving the Feedback Exchange



Making the Communication Honest, Meaningful with Actions and Results.

It takes superior people management skills and a clear strategy to work through and provide practical solutions to develop your staff to deliver consistent results.

The challenge is, managing the feedback process takes commitment, time and energy to deal with the highs and lows of people performance. Too many managers can subscribe to 'performance management denial' and can play down the issues that sit below the surface.

This can negatively impact open and honest communication, as well as the benefits that can result. Developing effective feedback techniques is crucial for healthy working relationships and creates a foundation for improved performance.

Improving the Feedback Exchange is a powerful workshop focused on building communication feedback strategies with colleagues as well as senior and subordinate roles. This interactive session is designed with practical exercises and experiential activities to enhance learning integration.

Designed for?

- > Successful Feedback Techniques is applicable to anyone who is looking for ways to improve the in giving and receiving of feedback.
- > It is aimed at all levels of organisation and is designed to give fresh ideas and techniques to enhance people management skills through the feedback process.
- > It is applicable for those looking for virtual management strategies for remote workers.
- > An ideal group size is 6 – 15 participants.

Key Learning Outcomes

- ✓ Implement and manage the process of feedback conversations.
- ✓ Understand and apply the necessary communication skills required.
- ✓ Knowledge of how to develop key strategies needed for improvement and adaptability.
- ✓ How to deal with resistance and uncomfortable issues in the communication.
- ✓ Diagnosing the correct strategies necessary to facilitate progress.
- ✓ Understand framing techniques to manage discussions effectively.
- ✓ Conduct effective feedback in one on one and group sessions.
- ✓ Develop the right type of question techniques to help create authentic exchange.
- ✓ Techniques to profile the other party for improved rapport.

Live Face to Face, Virtual or Hybrid



Power Sessions



Half-Day



1-Day



Coaching

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