

# EFFECTIVE FEEDBACK



The practice of giving and receiving feedback often and well is of considerable benefit to both the individual and the organization. Despite its importance, the feedback process is often seen as daunting and potentially uncomfortable. This course addresses the apprehensions and motivations associated with feedback and presents the feedback process as invaluable, rewarding, and critical to cultivating a healthy workplace culture. It emphasizes the skills and best practices that promote a productive feedback experience, and it uses communication models and techniques that participants can use to plan and engage in their own feedback conversations.

## Objectives

- Understand the reasons people avoid feedback situations
- Increase awareness of the importance of giving and receiving feedback often and well
- Learn skills to improve the ability to give and receive feedback at all levels of an organization
- Practice giving feedback using simple but effective models and techniques
- Create a plan to solicit feedback

## Benefits

- Increased dialog across the organization, leading to surfacing and resolving problems
- Improved skills and tools that support the creation of a feedback culture at any organization
- Barriers to exchanging honest, clear, specific, actionable feedback are addressed and removed
- Feedback becomes a key to individual development and continuous improvement at all levels of the organization

## Language

English, Spanish

## Delivery

**Classroom** Half day

**Virtual** Two 2-hour instructor-led modules

**Blended** Two 90-minute instructor-led modules with 1 hour of self-paced work

## See Also

### Performance Management Fundamentals



= Classroom



= Virtual



= Blended

**DION** LEADERSHIP