
Giving and Receiving Feedback

This session will enable managers/supervisors to become comfortable giving and receiving positive and constructive feedback. Participants will understand why communication, listening skills and voice tone can help make giving and receiving feedback a success.

Program Content:

Introduction

- Program Objectives

Giving and Receiving Positive Feedback

- Recognize When Positive Feedback is Needed
- Signs that Someone Needs Feedback
- Results of Positive Feedback
- How to Accept Positive Feedback
- Steps to Giving Positive Feedback
- Identify When, Where & How to Give Feedback

Giving and Receiving Constructive Feedback

- The Importance of Constructive Feedback
- How Constructive Feedback Can Motivate
- What to Say When Giving or Receiving Constructive Feedback
- Body Language – What are you “Really” Saying?
- Steps to Giving Effective Constructive Feedback
- Develop a Plan for Improvement with Challenged Team Members

Scheduling Regular/Ongoing Feedback Sessions

- Planning this Time to Enhance Your Relationships
- The One-on-One

Practice and Planning