PROFESSIONAL DEVELOPMENT TRAINING

Giving Constructive Feedback Training

09 884 0762

REQUEST QUOTE

1.0 DAY COURSE

What is constructive feedback? You've more than likely been on the receiving end of receiving feedback. If you're employed in a management position, you may have been responsible for providing it. Generally, constructive feedback is designed to redirect unwanted behaviour into more acceptable behavior for the company. It may also relate to meeting production or customer acquisition goals, addressing workplace behaviour and performance, or addressing employee dress or attitude.

There's no limitation to applying constructive feedback in the workplace. However, to be effective and problem-solving, it must be dispensed professionally and, in a way, intended to be helpful instead of discouraging. Positive and negative feedback must be given at the right time and place using the appropriate tools and techniques. Feedback, if provided properly, encourages the receiver to improve performance, reduce errors, develop positivity and increase loyalty to the organisation.

The PD Training Giving Constructive Feedback Training Course provides valuable knowledge and skill development which will allow you to give feedback that boosts the performance and attitude of your employees.

This is a practical class that is suitable for all audiences and provides people with the tools that they can apply on-the-job (and in other contexts) the very next day.

What You'll Gain:

This Giving Constructive Feedback Training Course helps participants develop skills in providing structured feedback for effective and lasting improvements. During this training course, participants receive training in using communication strategies, providing feedback in real situations, applying a framework for formal and informal feedback and much more.

The extensive course helps develop essential skills in delivering constructive feedback that positively impacts an individual and the company.

Outcomes

After completing this course, participants will have learned to:

- Explain why feedback is essential

- Use non-verbal messages
- Interpret the speech and actions of people
- Apply a framework for providing formal or informal feedback
- Use descriptive language in delivering feedback
- Describe six characteristics of effective feedback
- Probe effectively
- Stay neutral and rational
- Be descriptive for easy understanding
- Listen, accept and change
- Provide feedback in real situations
- Understand feedback definitions and terminology
- Speak clearly
- Use communication strategies
- Understand the characteristics of effective feedback
- Receive feedback graciously
- Test the waters through role playing

Modules

Lesson 1: What is Feedback
- Constructive vs Negative Feedback
- Feedback Fear

Lesson 2: Personal Style and Feedback
- What is This all About?

Lesson 3: What you Say and How you Say It
- Clarity is Key
- How you Say It

Lesson 4: Delivery Feedback
- Feedback Models

Lesson 5: Planning the Delivery
- Delivery Feedback Virtually

Lesson 6: Receiving Feedback Graciously
- Common Pitfalls
- Tips to Receiving Feedback

Lesson 7: Fostering a Culture of Feedback
- Normalising Feedback

Talk to our expert team

Phone: 09 884 0762

Email: enquiries@pdtraining.co.nz