



GIVING & RECEIVING FEEDBACK

PLATO ACADEMY

Do you believe that feedback is the food of champions?

Would you like to improve the quality & quantity of feedback you give and get?

Do you think feedback helps improve performance?

Approach

Feedback is the least expensive and most effective lever for influencing behaviour. Feedback-rich cultures are the reason successful businesses retain key people, create a positive working environment and motivate employees. Feedback tells a person how they are doing in a way that is specific to them when conveyed in a sincere way.

Key Topics

- The Power of Feedback
- The Art of Giving Feedback
- Accountability
- Feedback in All Directions
- Managing Responses

Training Objectives

At the end of the programme, you will be able to:

1. To give powerful feedback without feeling uncomfortable
2. Explain the differences between convincing & influencing
3. Motivate people to perform
4. Provide others with solid & honest feedback
5. Create a culture of feedback

Duration

One Day

If you would like to discuss any one of our programmes
please call on +44(0)7803 299337 or email: info@craighilesconsulting.com



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Programme Schedule

One Day

Introduction & Welcome

- Programme Objectives
- Personal Objectives

The Power of Feedback

The Art of Giving Feedback

- The Model
- Magic Wands!
- Effective Feedback Tools

What You Really Want to Say!

- The Golden Rules
- Three Natures of feedback
- Feedback & Coaching

Accountability

- Blame .v. Feedback
- Accountability .v. Responsibility
- Recognition & Reward

Feedback in All Directions

- Vertical & Lateral Feedback
- Dealing with the Boss
- Sensitive Feedback

Managing Responses

- Personal Mastery
- Confidence
- SARAH Model

Personal Action Planning

Reflection, Discussion & Action

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