

## HELP THEM GROW, OR WATCH THEM GO

87% of employees want feedback to help them advance, but only 33% report receiving enough feedback to support their development. And those responsible for giving feedback have a long list of reasons to avoid it.

By adopting a new mindset on feedback and mastering the tools to do it well, we can equip managers with the confidence and skills they need to help employees grow.

### WORKSHOP DETAILS

#### *Target audience*

- Managers with direct reports
- Any employee with a responsibility to provide feedback to colleagues

#### *Time investment*

- 3-4 hours
- Delivered in 1 or 2 sessions

#### *Workshop format*

- Virtual classroom
- Live classroom
- Train-the-trainer

#### *Workshop features*

- Customized examples for your business
- Group activities that build connections
- Ample opportunity to practice new skills
- Designed to be practical, interactive, memorable ... and a little bit BOLD!

### LEARNING OBJECTIVES

#### *Workshop participants will ...*

- Develop a new mindset on feedback ... it's not criticism, it's helpful guidance!
- Discuss the importance of giving positive and constructive feedback on both performance and behaviors
- Explore the 3 Cs of effective feedback:
  - Care
  - Clarity
  - Coaching
- Prepare feedback for real-life scenarios that can be delivered upon course completion
- Exercise new feedback muscles in a live role play with a trusted partner

# MASTERING THE ART OF FEEDBACK

## WORKSHOP MODULES

### Change Your Mindset

- Employees want feedback!
- Practice "Radical Candor"
- Be clear, but not critical

### Use the Tools

- Start with your **caring intent**
- Make it **clear**
  - SOI model for performance
  - SBI model for behaviors
- Inspire change through **coaching**

### Create a Feedback Culture

- Ask probing questions
- Invite ideas and debate
- Take action

### Put it all together

- Practice giving feedback
- Receive coaching from peers

## PARTICIPANT FEEDBACK

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- Relatable topics and conversations that we can **immediately apply** to our everyday lives.
- The materials were great. Erika kept me engaged throughout by keeping the **training moving**.
- Was **really interesting**, the content and trainer were really good and well prepared.
- Erika is wonderful and well prepared with very interesting content. She created the "**a-ha**" **moment** for me.
- I benefited from this training for sure and **can't wait to practice** what I just learned!
- This is very **good content** and we should have a refresher training every year or every other year.

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