



Feedback: Giving and Receiving

Apply skills to give and
receive constructive
and positive feedback

Program overview

This course teaches the skills that are necessary to both give and receive constructive and positive feedback in a way that maintains relationships and increases performance. Feedback opens the door to discussion and problem solving, and it is essential to personal growth and development. When feedback is given constructively, the receiver of the feedback is more likely to listen non-defensively and take appropriate action. It is important for learners to discover that the receiver of feedback has equal responsibility in creating a comfortable interaction between both parties.

••• Inside the course

Participants begin the course by defining feedback and identifying why it is so hard to give. The answer identified in class will begin to develop the learners' awareness of how to provide feedback in an effective manner. Next, participants become involved in a role play using a realistic scenario. During this scenario, participants are assigned roles and will then provide either supervisor-to-employee or peer-to-peer feedback. The objective is to explore how to approach individuals when giving feedback; it is a fun but significant learning exercise about what style(s) of feedback people most want from others.

An important aspect of giving feedback is the ability to speak from the standpoint of observation, as opposed to judgment. Participants will learn this technique and gain effective language that reflects the appropriate standpoint. Two models are provided in the material for participants to use as they begin to learn and practice the skills. One model for giving constructive feedback, and one model for providing positive feedback. After these models are taught, participants engage in a robust skills practice activity. One of the most challenging aspects of giving constructive feedback is anticipating and responding to the reaction of the receiver. In this activity, participants learn methods and techniques for handling situations when the receiver gives a negative response.

Inside the course, continued

Participants conclude the session by learning the equally important, but sometimes forgotten, skill of effectively receiving feedback. During the What Would You Say? activity, participants explore appropriate responses to a variety of feedback scenarios.

Objectives

After completing this course, you will be able to:

- Define feedback.
- Understand the importance of the approach to giving feedback.
- Identify guidelines for giving feedback.
- Demonstrate the ability to use observation versus judgment.
- Apply steps to giving constructive and positive feedback.
- Apply guidelines for receiving feedback.
- Apply guidelines for requesting feedback.

Key Outcomes

- Increased employee engagement.
- Improved relationships.
- Increased quality of output.

Duration

This course is offered as an 4-hour ILT or a 3 hour VILT.

Class Size

This course is designed for up to 25 participants

Available Languages

English



- • • Offer your employees the opportunity to learn and grow by **maximizing their communication skills.**

For more information about feedback: **giving and receiving**, please visit www.gpstrategies.com.



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