

FEEDBACK AS A DEVELOPMENTAL TOOL

LOCATION	DURATION	No. of DELEGATES	COST per person
Off-site	2 days	4 -16	£500.00

This course will give you the awareness, ability and skill to offer, and seek, good quality, practical feedback which is of practical, developmental value to the recipient

OUTLINE

Feedback is the single most important and effective tool for managing and developing people. Most of us are expert at observing, reading, analysing, assessing and commenting on other peoples' behaviour. Unfortunately we usually keep this to ourselves or talk to a third party about it, not the person who should be the subject of feedback. We are far less skilled at doing this in a structured way where the feedback is of practical developmental use to the person receiving it.

Constructive feedback delivered in the right way at the right time can be staggeringly useful in an individual's development. For feedback to be effective it should be based on observation of an individual's behaviour and be supported by two or three examples of behaviour as illustration, not as evidence for the prosecution.

Good feedback is likely to result in higher motivation, more confidence, professional and personal development, increased commitment and consistently-improving performance. All managers, at the very least, should be experts at feedback. The vast majority are not.

AIM

To enable you to give feedback effectively.

OBJECTIVES

- To understand the ground rules for giving feedback.
- To understand the part it plays in individual development and performance appraisal.
- To understand the behavioural aspect of feedback.
- To be able to plan an effective feedback session.
- To understand how to follow this up.

OUTCOMES

- Clear understanding of the ground rules for giving feedback and why they are so important.
- Be able to give feedback, positive or negative, so it is constructive and of practical use.
- Can tune feedback to the improvement of individual performance.
- Anticipate and deal with resistance and defensiveness.
- Use feedback as part of effective performance appraisal.
- Check whether, and how, the feedback has been received and understood.