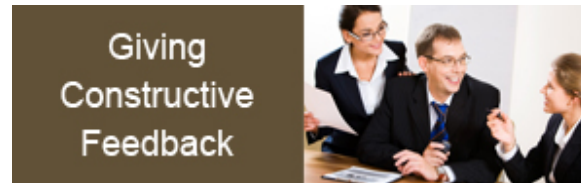# GIVING CONSTRUCTIVE FEEDBACK TRAINING

Generate a group quote today

COURSE LENGTH: 0.5 DAYS

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 highly valuable and effective training course is now available throughout Australia, including Brisbane, Sydney, Melbourne, Adelaide, Canberra, Parramatta and Perth.

Please click on the Public Class tab below to view our Giving Constructive Feedback Training course schedule by city or click the In-House Training tab to receive a free quote for courses delivered at your preferred location.

GIVING CONSTRUCTIVE FEEDBACK TRAINING COURSE OUTLINE

FOREWORD

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: Getting Started
- Icebreaker
- Pre-Assignment Review
- Workshop Objectives

Lesson 2: Definitions
- Food for Thought
- When Feedback is Needed

Lesson 3: Speaking Clearly

- Being Descriptive
- Staying Neutral

Lesson 4: Communication Strategies

- Basic Skills
- Probing
- Non-Verbal Messages
- Interpretation Exercise

Lesson 5: Characteristics of Effective Feedback

- Six Characteristics
- Formal Feedback Framework
- Informal Feedback Framework
- State Your Case

Lesson 6: Receiving Feedback Graciously

- Receiving Feedback Graciously

Lesson 7: Testing the Waters

- Scenario One
- Scenario Two
- Scenario Three

Lesson 8: Wrapping Up

- Words from the Wise

WEB LINKS

- ➤ View this course online
- ➤ In-house Training Instant Quote