

# GIVING and RECEIVING FEEDBACK

## “Criticism, like rain, should be gentle enough to nourish a person’s growth without destroying their roots.” Frank A. Clark

### COURSE OVERVIEW

This course focuses on the skills and mindset necessary to both give and receive feedback in a constructive and positive manner 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. In this program learners also discover that the receiver of feedback has equal responsibility in creating a comfortable interaction between the giver and receiver.

Participants begin by exploring why feedback is so hard to give. They will discuss their own reactions when someone says, “I have some feedback for you,” and begin to develop awareness of how to provide feedback constructively. Participants complete several brief experiential exercises to help them apply constructive feedback principles in realistic challenging situations.

An important influence technique in giving feedback of any kind is the ability to speak from the standpoint of neutral observation versus judgment and use effective language that reflects the appropriate standpoint. A formal feedback framework is provided and practiced by participants along with specific tips and practices to enhance the effectiveness of the framework.

One of the most challenging aspects of giving constructive feedback is anticipating and responding to the reaction of the receiver. Participants learn methods and techniques for handling situations when the receiver gives an unexpected or challenging response.

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.



#### AUDIENCE

- I Individual Contributors
- F Front-Line Leaders
- L Leader of Leaders

#### FORMATS

In-Person

2.5 hrs

Virtual

2 hrs

### BUSINESS IMPACT

- 1 Productivity improves dramatically when employees are able to give and receive feedback in a constructive manner.
- 2 Employees become more comfortable addressing challenging or difficult circumstances.
- 3 Employee engagement improves as the workplace culture benefits from the ability to give and receive feedback effectively.
- 4 Leaders are better equipped to provide employees with feedback and performance reviews that directly address core issues.
- 5 Leaders foster engaged dialogue and constructive conversation when discussing performance issues with employees.
- 6 Misunderstandings and mistakes are minimized when employees learn to give and receive feedback productively.

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## CURRICULUM OVERVIEW



### Workshop

#### Why Do We Dislike Feedback?

- How do most of us react when someone says “I have some feedback for you/” (exercise)
- Common Feedback Topics (critical and fault-finding)
- Less Common Feedback topics (positive recognition)
- Positive and Constructive Feedback Challenges

#### Effective Feedback Process

- When is Feedback Really Needed?
- Why Aren’t We Better at Giving Feedback?
- 3 Stages of Productive Feedback
- Do Your Homework and Create the Right Environment
- Feedback “Fight or Flight” Response
- Feedback Stress
- Staying Emotional Neutral, Yet Engaged
- Choose Your Words Wisely

#### Formal Feedback Framework

- 6 Characteristics of Constructive Feedback
- The Framework in Action (Exercise)
- Voice, Tone, and Body Language
- Tips for Receiving Feedback
- Receiving Feedback Graciously
- Caring Questioning and Listening Skills
- Techniques for Becoming a Better Listener
- Steps for successful conversations



### Post-Work

- Action Planning
- 30-60-90 Day Action Plan Reviews \*
- Virtual, Group Touchpoint Session \*

## LEARNING OBJECTIVES

- Define feedback and understand why giving and receiving feedback is so difficult for many people.
- Identify guidelines for giving feedback in a productive and constructive manner.
- Learn to use observation versus judgement when giving feedback.
- Demonstrate ability to handle challenging feedback situations.
- Understand the feedback “fight of flight” response of most people.
- Learn to use optimal language when delivering feedback.
- Apply a formal framework for giving positive and constructive feedback.
- Identify guidelines for receiving feedback in a productive manner.
- Understand the importance of voice, tone and body language when both giving and receiving feedback.

\* Recommended custom add-ons. \*\* Only applicable to VILT

## EXPERIENCED FACILITATORS

We can prepare your team to deliver this program or leverage our global network of experienced facilitators.



**Jerry W.**

Jerry is a very experienced communication skills trainer with an upbeat and engaging style. He has worked with many teams and organizations to help them enhance productivity through communication effectiveness. Jerry is a Modern Classroom Certified Trainer and also an executive-level consultant focusing on all aspects of achieving a culture of authentic communication.



**Silvia F.**

Sylvia is a Bilingual (Spanish/English) and Bicultural Global Trainer/Consultant with strong facilitation skills and the ability to bring content to life with learner engagement and practical application. Sylvia has broad experience facilitating training on a wide range of topics including communication skills, team building, productivity and difficult conversations.



**Phil C.**

Phil is a highly experienced professional and personal development trainer. He specializes in communication skills, customer service, sales, leadership and accountability training. He has a strong focus on learner engagement and experiential learning, and Phil believes that building great businesses first requires building great people.