

The Gift of Feedback

Program Outline



The Gift of Feedback

Every team leader needs to know how to share feedback so that their team can perform better. With the Gift of Feedback course you can build confidence in yourself to use feedback as a learning opportunity.

Whether the feedback is positive or negative, knowing how to structure it and the right words to use can ensure that it is taken in a positive light. You can position it as a part of collaborative employee development. Merely giving feedback may not always be enough. You can go a step further by creating plans to follow up on the discussion and maintain accountability.

Objectives

The Gift of Feedback course will cover the following:

- ▶ How to offer constructive feedback in a positive manner
- ▶ Develop a mindset that reflects confidence when sharing feedback
- ▶ Receive feedback with an open mind and accept it in a positive way
- ▶ Develop action or proactive plans based on the feedback
- ▶ Avoid mistakes that could trigger anxiety associated with providing and receiving feedback

Course Module

Module 1: That scary thing called feedback

Module 2: A language for feedback

Module 3: Actionables