

# Giving Constructive Feedback

For all those in a leadership role wanting or needing to become more effective at giving constructive feedback | **1 day**

\*Can also be run in half a day

**Participants will know how to give constructive feedback in a timely, effective manner. They will know how to manage poor performance and recognise good performance, with an emphasis on the latter.**

## Objectives

On completion of the training, participants will be able to:

- coach, rather than tell, when appropriate
- give feedback in a timely, constructive manner
- focus on the behavior rather than the person
- seek input and buy-in from the person receiving the feedback
- ensure that feedback finishes on a constructive note

## Key Content

- Constructive versus destructive feedback
- Characteristics of constructive feedback
- Feedback self-appraisal
- Getting their input and buy-in
- Two-way feedback
- Practicing assertiveness and empathy
- Individual versus group feedback
- 180 and 360 degree feedback
- Skills practice

## Comments by Participants

- I believe that making notes of staff achievements will be something that I will be using for 100% sure. Great workshop and presentation.
- Very good, experienced facilitator
- The material was always made relevant to our situation; speaker was great!
- It got down to the nuts and bolts of how, why and when
- Really happy with presenter
- I found the assertiveness examples a great help and feel I can put them into action by practicing these skills
- Provided valuable techniques for dealing with high performers and difficult issues
- Gave real life examples that were relevant
- Raised many issues that I was not aware or familiar with