Giving Feedback Training Course Description

What is Feedback

- What is the nature of feedback?
- What do you want to achieve by providing feedback?
- How do we communicate?
- How does miscommunication take place and what can we do to prevent it?

Self-Criticism

- Why you should not blame others for everything that goes wrong in your life?
- What are the benefits of self-criticism?
- How does self-criticism relate to giving feedback?

How to Give Feedback

- What strategies work best to provide an effective feedback?
- What is a constructive feedback as opposed to a negative feedback?
- What is the best way to formulate your feedback in order to get the best results?
- What kind of feedback works and what kind does not?
- How to use effective body language when giving feedback to show honesty and increase the likelihood of growth for the other person?

Power of Appreciation

- How to take advantage of the power of giving gratitude?
- How appreciating others' efforts can significantly increase their productivity?
- Why don't we praise as much as we should?

How to Praise

- How to praise others to reinforce specific behaviors?
- What are the critical steps when delivering praise?

How to Criticize Senior People

- What techniques can you use to deliver feedback to senior people or your managers?
- What strategies should you use to deliver a key message while preserving and strengthening your relationship?
- How to formulate your feedback statement?
- What is the best opening or closing statements to use?

How to Receive Feedback

- How people receive feedback?
- How does knowing how to receive feedback help you to provide feedback?
- How should you deal with aggressively critical people?
- How to disarm an aggressive criticizer using a simple yet powerful technique?
- What body language posture and gestures are most suitable when receiving feedback?

By the end of this course the delegates will be able to:

- Understand the **nature and purpose of giving feedback** and how miscommunication takes place
- Know when you should give feedback to others and when to **reflect and take responsibility yourself**
- Deliver **constructive feedback** with a potential negative message and expect to get a good response with **commitment to change**
- Take advantage of the **incredible power of giving praise** to others using established guidelines on showing gratitude
- Use **a step-by-step technique to praise** and reinforce specific behaviors of others
- **Criticize a person in a senior position** without jeopardizing your own position
- **Receive feedback** in a way to encourage the other person to give as much information as possible while being able to **handle aggressive criticism**