

GIVING & RECEIVING FEEDBACK

Duration: 1 Day

Giving effective feedback enhances individual and team performance. In this program, participants will learn how to deliver performance feedback effectively. The learning and practices also cover handling resistance and develop more productive manager-employee work relationships.

Objectives

Successful completion of this course will increase your knowledge and ability to:

- identify the elements of effective feedback conversation
- create mutually sense of ownership in keeping communication open
- help employees understand your feedback and directions
- demonstrate effective interaction during feedback discussion
- provide clear and motivating feedback that employees know what is expected of them
- offer ongoing feedback for positive guidance and improvement

Agenda:

- What is feedback? What are the benefits of feedback?
- Types of feedback
- Mindset of giving and receiving feedback
- Giving clear expectations
- Creating environment of trust
- Giving feedback effectively
- Receiving feedback effectively
- Giving feedback in specific situations
- Giving performance feedback
- Handling difficult situations
- Case study, practices, role play and feedback

*Award Winner
of 2017 Communication Training
by HR Reporter Reader's Choice
"Think on Your Feet®"
Exclusively delivered in Thailand by
AcComm & Image International*

