

## **Giving and receiving feedback**

### **Overview**

One of the most under-rated skills of all time, the ability to give and receive feedback is a core skill required by everyone, especially those who have the responsibility for managing others.

When you are asked, 'Can I give you some feedback?' what is the first thought that goes through your head? In most cases it will be 'what have I done wrong?'. This is at the heart of the matter. Because we tend to associate feedback with negativity, we try to avoid it or we do it badly.

This workshop is very practical in its nature, giving participants an opportunity to practise and structure a feedback conversation that leaves them with an effective outcome.

### **Learning objectives**

The workshop will help you:

- Build confidence in giving feedback
- Identify the skills required to give and receive feedback
- Appreciate the difference between observation and inference
- Make your feedback specific
- Deal with challenging people
- Apply the 'Emotional Bank Account' theory to your relationships
- Practise active listening
- Build rapport
- Make sense of body language
- Give and receive feedback
- Summarise and paraphrase to ensure understanding
- Deal with potential conflict

### **Audience**

We all need feedback skills! We all need feedback, whether we like what we are going to hear or not. This workshop has been designed for all those who wish to become more confident in their ability to give feedback to, and receive it from, their key stakeholders.

### **Format**

This one-day workshop is based on a series of theory-based sessions, followed by practice. Group discussions are used to share knowledge and best practice. Direct feedback enables participants to prepare for challenging upcoming conversations.

## **Giving and receiving feedback – workshop outline**

### **1 Welcome and introduction**

- ✓ Participants are welcomed to the programme and invited to share their personal objectives and challenging upcoming conversations
- ✓ Participants are given an action plan template to complete throughout the workshop

### **2 What stops us?**

- ✓ How the word 'feedback' creates an emotional response
- ✓ Barriers facing us
- ✓ Identifying key skills to give and receive feedback
- ✓ Self-assessment

### **3 The conversation**

- ✓ Planning effectively
- ✓ The other person
- ✓ Why people behave the way they do
- ✓ Feedback needs to be specific

### **4 Tools to support you**

- ✓ The Emotional Bank Account
- ✓ Win-Win negotiation
- ✓ 11 types of non-verbal signals
- ✓ Building rapport

### **5 Conflict**

- ✓ How do you define conflict?
- ✓ Conflict styles
- ✓ How to adapt to others' strategies
- ✓ Emotion v Logic

### **6 Your conversation – putting it into practice**

- ✓ Your final preparation
- ✓ Having the conversation in a 1:1 session
- ✓ Getting immediate feedback
- ✓ Role shift exercise

**For a no-obligation discussion about running this workshop for your organisation please just give us a call on 01582 463460.**