

## Great feedback

90-minute webinar

Giving and receiving feedback may come naturally to some, but to others they are difficult and painful. It doesn't have to be that way. Participants will explore the myriad benefits of feedback, how it can be positive and developmental and reduce workplace conflict and errors. Focusing on the importance of clarity, empathy, rapport and collaboration as well as knowing your desired outcome, they will leave more confident in delivering feedback to others with impact.

### Learning objectives

- Develop strategies for getting key feedback across
- Be able to use a variety of techniques for structuring feedback
- Increase their ability to give and receive feedback effectively
- Know how to deliver messages with empathy and compassion
- Be able to receive feedback with grace

### Webinar overview

#### 9.00 Welcome, agenda, overview

What are the benefits of feedback? Using whiteboard participants brainstorm the benefits of giving feedback to them, the business and to the person receiving it. Agenda, objectives.

#### 9.20 Feedback as development

One of the things that will have come out in a discussion about the benefits of feedback is its role in personal development. Without feedback people are unable to see what's in their blind spot and make the changes to move forward. Changing the mindset that feedback is always negative.

#### 9.40 Feedback practice

The facilitator introduces a powerful tool for delivering feedback. Ensuring the conversation is collaborative and uncovers the reasons for the behaviour. Separating the behaviour from the person. Ensuring they focus on 'feed-forward' rather than 'feed-back' so that the conversation focusses on how behaviours can change in the future. Volunteers demo the technique with feedback from the group and the trainer.

#### 10.10 Handling emotions

Managing your and others' emotions. What about if things get heated or you end up reaching a level of conflict? The power of 'naming your emotions' in order to manage them effectively.

#### 10.15 Action plans and next steps

Participants reflect on their next steps and how they will implement their learning in the workplace. Each person makes a commitment for what they will do differently in a group whiteboard which can be circulated to participants following the session as a reminder of their actions.

#### 10.30 Close