



EXCHANGING FEEDBACK AND CREATING DIALOGUE

"Feedback is the breakfast of champions." - Ken Blanchard

This course will introduce you to the essentials of an effective feedback exchange process. You'll learn how to structure an open dialogue that ensures successful communication with your team, manage constructive criticism, and create a feedback system with positive outcomes. You'll also cover the importance of maintaining a positive attitude and understanding different modes of expression. By the end of this course, you'll have the skills and confidence to implement a productive feedback loop with your team.

Key Course Content:

- Create an environment that welcomes dialogue
- Promote dialogue as a business opportunity
- Encourage shy people to share their opinions
- Work collaboratively
- Communicate seamlessly with different personalities
- Use proven disciplines to promote dialogue between different generations
- Break down departmental communication silos
- Share information without the anxiety of a blame culture
- Promote GROW conversations
- Use a 4-step framework to conduct better performance appraisals
- Insist on outcomes-based activities
- Promote dialogue between different cultures and ethnicities



Target Audience:

The course can be tailored for the specific cohort whether it be the leadership team, another group of managers/team leaders or employees.



Duration:

This course is available as a 1-day course or a truncated half-day course.



Delivery:

This course can be delivered both in-person or virtually. For virtual delivery, we can use our virtual platforms or your organisations.



Group Size:

We recommend a group size of 4-10 people.