FEEDBACK MANAGEMENT

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

This course will provide participants with the necessary knowledge and tools to effectively manage feedback. A key part of the course is creating a positive work environment, and exploring ways to handle both positive and negative feedback with care. Participants will be encouraged to practice strategies and collaborate on best practices for managing feedback. Have you noticed that people are losing the ability to disagree professionally.

Upon completion of this course, participants will have the skills and confidence to handle feedback in a manner that improves interpersonal internal and external relationships.

Key Course Content:
• Understand the importance of effective feedback management
• Develop techniques to give and receive hones feedback
• Learn how to give constructive, actionable feedback
• Identify methods for improving communication within an organisation
• Planning courageous conversations
• Utilise strategies for managing employee morale and performance through feedback
• Develop strategies to help employees apply feedback and implement changes
• Analyse how feedback is provided using different communication methods
• Discuss best practices for effectively incorporating feedback into daily operations
• Explore ways to measure the effectiveness of feedback management systems

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 1/2-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.