

## Giving Feedback (with EI)

½ day  
Course

### ‘Develop, Motivate and Inspire to Achieve’

**Business Scenario** Feedback is vital for performance improvement, but all too often it is dreaded. It is perceived as involving a considerable amount of upheaval, the revision of working practices and strong emotional reactions. However, the key to providing constructive feedback is to communicate well, make time to listen and limit uncertainty. This course offers strategies and a framework for conveying feedback as a positive experience for your staff. The course will also cover techniques for developing vital feedback skills such as patience, empathy and the ability to remain calm.

**Who will Benefit?** Managers, team leaders, supervisors and those responsible for the performance of others. This course is designed to help you develop both your staff and yourself, on a continuous basis.

**Course Objectives** By the end of the course you will be able to:

- Develop a core strategy for giving feedback with different people.
- Understand some of the different communication styles and how to use them.
- Recognise some of the emotional (real life) blocks that can prevent constructive feedback being given.
- Give feedback in a manner that is mutually beneficial for you, the staff member and the Trust.

### Course Content

#### Outlining Feedback

- The manager's role in staff development
- Communication styles
- Feedback to improve and develop

#### Coaching and feedback

- Providing specific feedback
- Dealing with anger, frustration and obstinate people
- Rules for feedback

#### Handling performance issues

- Working through performance issues with staff
- Encouraging staff to monitor their own progress
- Applying feedback to personal and staff performance

### Course Features

The course offers structured discussion; interactivity and role-play to provide the opportunity to further understand how to give constructive feedback. You will examine successful coaching and feedback techniques whilst exploring some of the more emotive aspects of feedback. Action planning is used for application of learning and future development.