

## **The Skills of Giving and Receiving Constructive Feedback**

This seminar has been designed to provide managers and members of staff with the skills to provide and receive feedback constructively. As more organisations are using review tools such as 360 degree, the ability to feed back well becomes even more important.

This workshop describes the key stages in the giving and receiving of quality feedback.

### **Programme objectives**

By the end of this programme, delegates will be able to:

1. Explain the purpose of feedback
2. Describe the different forms of feedback – and be able to identify when each type is appropriate
3. Modify their style of feedback to match an individual's need
4. Describe the difference between "straight and crooked" thinking to make feedback behaviourally based
5. Clarify feedback using neutral questions
6. Commit to SMART action plans.

### **Further information**

This is a very practical seminar, and participants will be able to apply its content to many different feedback situations.

**Duration:** Half day