

Giving feedback

Aim

Adding value to the team and the business

What's it all about?

Feedback is one of the most important things that leaders do yet one of the things they dread. But it needn't be scary. This one day workshop provides the tools needed, even down to some key phrases to use in tricky situations. This workshop is based either on bespoke scenarios or participants' real life ones.

Why iOpener?

This workshop is one of our best sellers and we regard it as an area of core expertise. The skill is easily learned through our own practical process which is not only easy to learn but it's incredibly effective too. The framework and techniques that we have developed worked - fast.

How?

Each participant has two feedforward sessions and the opportunity to give feedback on the feedback they receive. We'll do 1:1, pairs and trios work using real situations based on participants' experiences. The workshop is supported by video clip analysis so participants can really observe what works and what doesn't.

Participants?

We take nine participants on a one day feedback workshop; working in trios is one of the most effective methods of feedback practice. We always write organisation specific role-plays.

Outcomes:

Participants will:

- Have a clear easy-to-use process for giving feedback
- Practice the key skills while discovering strengths and development points
- Rehearse real world situations so they become manageable
- Understand the pitfalls and pratfalls of feedback in a multinational organisation
- Be able to motivate and focus team members to perform better
- Build positive relations while delivering straight talk

Participants cover:

- Working with a process involved for positive and negative feedback sessions
- Investigating skills which are key to the process
- Setting and agreeing goals and objectives
Handling feedback in a multinational environment: tips and tactics for getting it right
- Dealing with and diffusing emotion
- Using the feedforward sandwich?
Good/bad/good feedback
- Managing remote feedforward
- Practising skills to draw the learning together

Target group

Leaders who needs to give feedback or manage the performance of others.

Option

Think about combining this with coaching skills.

Duration

1 day