

Feedback Essentials

Overview

This course teaches leaders how to get results through people. Learners acquire a set of proven interaction skills and provide feedback to achieve results.

Target Audience

Informal leaders and frontline leaders through mid-level managers

Learning Objectives

By the end of the workshop, participants will be able to:

- Accomplish more in interactions in less time, while enhancing interpersonal relationships.
- Help people enhance their performance by providing them with feedback they are willing to accept and upon which they are able to act.

Competencies

- Coaching

Course Content

- **Feedback Essentials:** Learners discover that feedback can be a powerful tool to help improve performance, so they then practice identifying effective feedback. Participants are introduced to the STAR concept, a model for providing both positive and developmental feedback. They discuss the importance of seeking feedback.
- **Send Off: Planning and Close:** Learners develop a plan to apply their new skills back in the work place.

Who Needs to Take This Course?

1. Are your leaders lacking basic, yet essential, interaction skills?
2. Do they need help engaging others to achieve organization results?
3. Does your organization need a fast-paced, engaging way to introduce foundation interaction skills?



Format / Length of Course

Format: Classroom
Length: 2 hours

Required

Coaching & Feedback Track

Prerequisites

None

Related Workshops

- Essentials of Leadership
- Interaction Skills for Success

Pre-Work Required?

None

Manager Actions Required

Pre-Class:

- Talk with your employee about strengths and developmental opportunities related to the competencies.
- Relate the information from the course to their job specific responsibilities.
- Ask the employee how they believe they will benefit from the workshop.

Post-Class Support:

- Have a discussion with the employee about their impression of the workshop.
- Help the employee identify situations where they can apply the course content.
- Give the employee feedback about how they are demonstrating the behaviors