

Define Potential presents:

Giving Effective Feedback



Course Overview:

This course builds on self awareness to explore and enhance practical skills in giving and receiving feedback and fostering open communication. It will explore receptiveness to providing and receiving feedback and how openness to this leads to increased trust and engagement.

Course Details

Format



- Online

Duration



- 6 hours

Audience



- Emerging leaders
- Mid-level leaders

\$750pp GST inc.*

Course Outline

Session 1

Welcome and Introduction

- Welcome and overview
- The purpose of feedback

Session 2

Skills for Effective Feedback and Communication

- Communication skills and communication killers
- Elements that support and inhibit constructive feedback and overall communication
- Leading collaborative discussions

Session 3

Exploration of Key Frameworks and Approaches

- AID feedback model
- Kolb and the Pyramid Principle
- Practical application

"We all need people who will give us feedback. That's how we improve."
– Bill Gates

Session 4

The Human Aspects

- Constructive feedback mindset
- Objectivity – applying O.R.C.E
- Managing reactions to feedback

Session 5

Putting it All Into Practice

- Case study experiential practice

Key Learning Objectives



Explore the purpose of feedback



Increase awareness of self and others receptiveness to feedback, including reasons for defensiveness.



Explain different approaches to giving feedback



Understand how to manage self and others' emotions when communicating