DIGNE CONSULT
Mastering the art of work

FEEDBACK

Objective

Feedback delivered in a clear, consistent and respectable way is an important leadership skill. By giving frequent and effective feedback you increase your team members' productivity, harmony and drive employee engagement. You will learn how to give and receive feedback in a constructive way that positively impacts your team members, colleagues and the company.

By the end of the training, participants will be able to:
- Describe the definition and the purpose of feedback
- List which elements are necessary to provide successful feedback
- Explain the consequences of not giving feedback
- Use a framework to approach and deliver feedback
- Identify different types of feedback – developmental & motivational
- Deliver both kinds of feedback in a constructive way in workplace situations
- Identify different responses to receiving feedback
- Use a range of strategies with which to deliver feedback and respond
- Use a range of strategies with which to ask for feedback

Summary of content
- Factors that hinder constructive feedback; you should attitude, unrealistic standards, and judgemental attitudes
- Approaches that will assist you in giving constructive feedback
- The I-rational approach
- BIO – model
- Setting SMART goals
- Receiving positive feedback
- Giving positive feedback
- Tips for giving feedback

Structure

This training is very practical, highly enjoyable and interactive. It consists of a combination of theory, individual and group activities and role play.
In this training we provide the participants tools, tips and tricks in how to handle feedback, both constructive and positive.

Recommended participants

Suitable for employees at all levels in organisations who want to learn how to give constructive and positive feedback. We customise our training as closely as possible to the needs of the organisation and the participants.

| Digne Consult Asia Pacific | 20 Maxwell Road #11-23, Maxwell House, Singapore 069113 I +65 62 20 51 20 | info@digneconsult.com.sg |
I Digne Consult Europe | 's Gravelandseweg 86-26-1217EW Hilversum, The Netherlands |+31 35 531 82 88 | info@digneconsult.com I
| www.digneconsult.com | www.theyoungprofessionalgroup.com |