



HOSCA

management consultants



FEEDBACK SKILLS

AUDIENCE: All Managers, Supervisors, Team Leaders and professional staff who have to communicate for effective relationships

DURATION: 1/2 Day

SUMMARY: Feedback does not assume that the giver is totally right and the receiver wrong: instead, it is an invitation to interaction.

PROGRAMME OBJECTIVES:

- To identify effective and ineffective feedback behaviours
- Relate to feedback in their daily working communication
- To build effective feedback strategies for improved performance and development
- Identify feedback as an essential communication media

AGENDA:

- Introductions, objectives and agenda
- Effective and Ineffective feedback behaviours
- Effective feedback
- Ineffective feedback
- Role-plays and exercises to allow for participation and sharing
- Criteria for giving useful, helpful feedback
- The benefits of effective feedback
- Use interpersonal skills in feedback
- Guidelines for receiving feedback

Personal Development Planning:

The concept of Personal Development Planning for staff has been included as part of the programme to allow participants reflect on their effectiveness at work and develop strategies to improve feedback.