

GIVING & RECEIVING FEEDBACK

Could your organization benefit from giving better feedback to employees? Do you know how to communicate necessary feedback to those who need it? Do you communicate in a way that leads to a constructive response?

EFFECTIVE FEEDBACK:

- Improves communication
- Is “energy-giving” rather than “energy-draining”
- Creates a culture of trust and support
- Reduces stress
- Improves productivity
- Facilitates goal setting and attainment
- Reduces turnover

This positive and engaging training will help you learn how to give feedback—especially constructive criticism or redirection—without causing needless offense. It will also explain how to receive correction graciously and constructively.

YOU WILL LEARN:

- Organize your thoughts for performance evaluation
- Structure a productive meeting or employee conference
- Give specific input instead of vague generalizations
- Choose words carefully in order to avoid over-reaction
- Evaluate performance fairly and without bias
- Reinforce desirable behaviors and outcomes
- Improve morale and productivity

An organization that gives timely, respectful, and specific feedback is poised to experience higher levels of employee engagement and continuous improvement.

Training includes follow-up by a Strata Account Executive who can provide additional support and information. Other training topics that complement this course include: “Building Teamwork,” “Management Essentials,” and “Taking Ownership.”

