

## 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

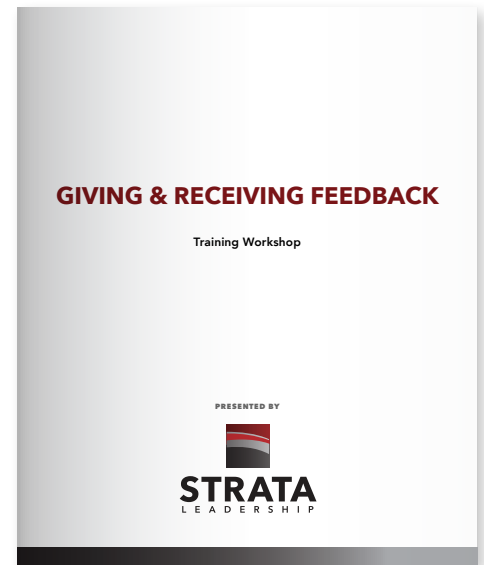
This positive and engaging training will help you learn how to give feedback—especially constructive criticism or redirection—without causing needless offense. It will also explain how to receive correction graciously and constructively.

### 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.”*



### 100 MINUTE COURSE OUTLINE

#### 1. The C3 Concept™

Common Challenges

#### 2. The Purposes of Feedback

#### 3. How to Give Feedback

Respectful

Timely

Constructive

Specific

#### 4. How to Receive Feedback

Open

Attentive

Grateful

Motivated

#### 5. Planning the Meeting

#### 6. Bolt Down - Plan of Action