

BM-FSLE FEEDBACK SKILLS FOR LEADERS



DURATION	LEVEL	TECHNOLOGY	DELIVERY METHOD	TRAINING CREDITS	
1 Day	Business Introduction	Management & Soft Skills	VILT & ILT	NA	

INTRODUCTION

People crave feedback. Leaders who learn how to provide effective feedback create opportunities for employees to grow, become motivated, and make positive contributions to their organizations.. In this course you will learn specific techniques for receiving and responding to critical feedback and will learn the positive impact of praise and positive messages. This course also focuses on how gender and generational differences can impact employees' expectations and how well feedback is received.

AUDIENCE PROFILE

New and Experienced Managers will learn how to acquire this critical skillset and how to give and receive feedback confidently, positively and assertively.

PREREQUISITES

There are no prerequisites for this course.

COURSE OBJECTIVES

- Understand obstacles to receiving critical feedback.
- Use specific techniques to receive and respond to critical feedback.
- Overcome obstacles in giving feedback and practice a five-step process for giving constructive feedback.
- Understand the powerful impact of praise and give effective positive feedback.
- Handle recurring employee problems with a five-step discussion process.

COURSE CONTENT

Lesson 1: Understanding Obstacles to Receiving Criticism

- What Is Critical Feedback?
- The Impact of Gender on Feedback.
- Gender Communication and Leadership Effectiveness
- Generational Differences in Feedback.
- Influence of Parental Messages.
- Critical Feedback Messages to Watch Out For
- Counteracting Self-Criticism and Past Messages.
- Changing Your Beliefs About Critical Feedback.

Lesson 2: Responding to Critical Feedback

- How We Perceive Critical Feedback
- Types of Critical Feedback
- Three Stages of Response
- Assertive Techniques to Deal with Criticism

- Technique 1: Fogging
- Technique 2: Admitting the Truth.
- Technique 3: Requesting Specific Feedback
- Ten Tips for Handling Feedback.

Lesson 3: Giving Constructive Feedback

- Barriers to Giving Constructive Feedback.
- Overcoming Obstacles
- Benefits of Voicing Feedback Regularly.
- Understanding Constructive Feedback.
- Step 1: Set Realistic Goals and Expectations
- Step 2: Research the Facts
- Step 3: Choose Your Timing
- Step 4: Be Specific—Using the DASR Script
- Providing Feedback with “I” Statements.
- Step 5: Monitor and Follow Through.

- The Impact of Technology on Feedback.
- Critiquing Your Manager or Colleague.
- Using the DASS Script
- Providing Unsolicited Feedback.
- Turning Complaints into Proposals.

Lesson 4: Giving Positive Feedback

- The Powerful Impact of Praise.
- Rethinking Barriers to Praising Others.
- Guidelines for Giving Positive Feedback.
- Public vs. Private Praise.
- Praising Upward.

Lesson 5: Handling Recurring Problems

- Five Steps in Discussing Recurring Problems.
- The Importance of Follow-Up.

ASSOCIATED CERTIFICATIONS & EXAM

There is no exam associated with this course.