



Corporate Coach Group

Training that transforms



Training Plan

Feedback - Giving Effective Feedback Training

A Training Plan for Your Organisation

What is the purpose of the training?

The purpose of the training is to initiate a process of rapid improvement, by means of achieving a shared understanding of the correct knowledge and skills that we need to employ, if we are to achieve our stated goals.

Feedback - Giving Effective Feedback Course Summary

All managers need to give effective feedback to colleagues, both up and down the hierarchy.

Feedback is information that reveals the results of recent actions, by reference to the goal. We are always making progress towards the goal; or failing to make progress or going backwards. Everyone needs feedback because everyone needs to know how well they are doing.

But not everyone wants to hear negative feedback, and not everyone is skilled at delivering it.

This course teaches what feedback is, why it is important, how to communicate it and what to do with it, when you have it.

Learning Outcomes for the Feedback - Giving Effective Feedback Course

- What is feedback and why is it important?
- How feedback fits into the Continuous Improvement Cycle
- How to give positive and negative feedback
- Self-Image psychology: How to build people's confidence and motivation
- How to offer constructive criticism (negative feedback)
- How to set goals and gain their commitment to improve
- Always finish on a positive - appreciate the good

Customer Review

“ Almost everything was beneficial. I know I will better my performance. Day one was incredibly helpful, the uses of Matrix and real-life examples was extremely valuable and kept my focus. The presentation was outstanding. Completely engaging the whole way through and managed to maintain same level of enthusiasm throughout the two days.

*Jake Thompson
Diagnostic Healthcare Ltd*

Feedback - Giving Effective Feedback Training Course Overview

Feedback is information that relates to the results of recent actions, relative to goals. We discuss how feedback is related to goal setting. We discuss who needs feedback? Who gives it? How do people emotionally respond to feedback?

Why is feedback important? What happens if you do not know how well you are doing, relative to your goals?

How does feedback relate to the continuous improvement cycle? Feedback is not an isolated concept; it is part of a larger model called the continuous improvement cycle: Goal, Plan, Action, FEEDBACK, Change.

How to deliver negative feedback (constructive criticism). The biggest problem is how to deliver negative feedback, in ways which will be perceived as valuable information, and not be regarded as failure, or an insult, or as being told off. We will thoroughly cover this issue since it is the hardest and most important aspect of feedback.

How, why, and when to give positive feedback (appreciation and praise). Most people like to hear positive feedback, but poor managers do not to give it, on the premise that people are paid for their work, and therefore should not need motivating by praise or appreciation. It is interesting to note that not everyone likes public praise. So, managers must be sensitive to the needs of individuals.

How to encourage people to go beyond their best. The most interesting form of feedback is positive feedback, which communicates, "You are doing really well, but you could do even better!". This type of feedback can go well or badly, depending on how it is worded. You must avoid this type of feedback sounding like, "No matter how well you perform, it will never be good enough".

We will show you how to avoid this issue and use feedback to inspire continuous improvement.

Goal setting. At the end of every feedback session, there should be a goal setting / planning session, which sets out the adaptive changes we need to make, in relation to the recent feedback results.

Feedback informs the next improvements (changes) in the goal, or plan or implementation of the plan. Then feedback fulfils its purpose of facilitating continuous improvement.

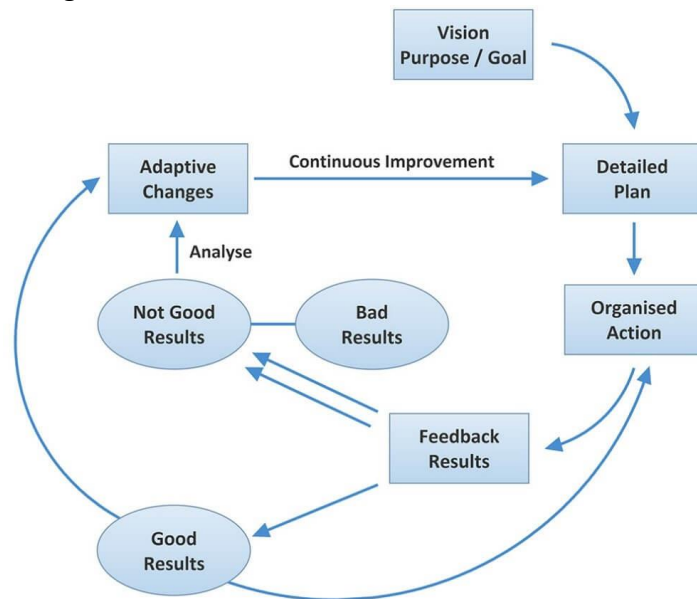


Feedback - Giving Effective Feedback Training Course Details

Morning Session

What is feedback and why is it important?

Feedback is information that relates the results of your recent actions to your intended goals. Feedback tells you what progress is being made or not made. Feedback is essential to progress.



How feedback fits into the continuous improvement cycle

Feedback is part of a bigger thing called the continuous improvement cycle.

Continuous improvement cycle: goal, plan, action, feedback, change.

1. The goal is the target.
2. The plan is how you intend to achieve it.
3. The action is the performance of the plan.
4. The feedback is a measure of the performance, in relation to progress towards the goal.
5. The changes are the improvements that need to be made in order to ensure progress towards the goal.

Customer Review

“ I found pretty much all of the content very useful. It made me think about things in a different way. Hopefully will return to this material and use it to keep thinking positively about all the forthcoming challenges. Chris presented very well, both clearly and confidently.

Arthur Cullender
Immucor



How to deliver negative feedback and give constructive criticism

Negative feedback is a recognition of where the performance is either:

- No progress; stagnation
- Regress; going backwards

Learn about self-image psychology

The self-image is the way people think about themselves.

A person's behaviour is governed by their self-image.

Therefore, it is important to NEVER attack a person's self-image.

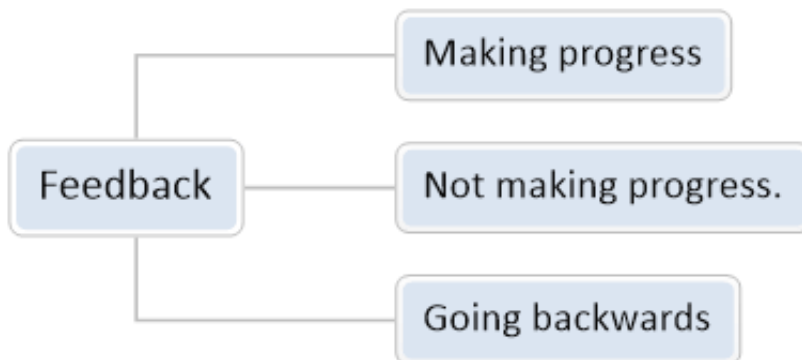
It is vital to preserve the person's self-image whilst giving negative feedback.



Afternoon Session

To whom should you give feedback?

Who needs your feedback and who does not?



Under what circumstances should you give it?

When and where you should deliver your message.

Who should be present (or who should NOT be present)?

Should feedback be given in private or public?

The 10 rules for effective feedback

All the rules for effective feedback on a single page.

How to deliver negative feedback fairly and effectively.

Proper praise and appreciation

Social motivators.

Money is not the only reason people go to work.

They also need appreciation for a *job well done*.

The link between positive reinforcement and improved performance.

The 8 Part SMART method for setting goals

How feedback informs the next set of development goals.



How to gain their commitment to improve

Pleasure-pain theory of motivation. Discussion on the negative consequences of not making progress and the pleasurable consequences of making progress.

- Talk about the negative consequences of not making progress
- Talk about pleasurable consequences of making progress

Final practice and summary

Practice sessions. Active learning. Final actions plans.

Customer Review

“ The course content was awesome. I learned a lot from the exercise. Would have loved to learn more about controlling body language. The trainer had excellent time management and I loved his examples from personal life.

*Rahul Singh
Trainline*

Training Costs / Investment

Bespoke In-House or Live-Online Course

£2,250 + VAT per training day, (8 – 16 delegates)

Plus, travel and hotel accommodation for trainer if needed (Premier Inn type)

International Price Varies

In-House training has been designed to provide a similar experience to our open courses, however we can tailor the content to fit your specific needs.

We are able to train in your timezone.

All our training includes:

- A full day of quality training, delivered by an experienced trainer
- Total of 6 CPD training hours (usually 9am - 4.30pm), plus an additional 2-3 via post-course online independent learning
- Full course training workbooks
- Training certificate
- Access to additional free training material after the course via our post-course portal
- 3 months free telephone coaching: Whilst you are implementing what you have learned, if you need to, you can contact us for support and guidance

We suggest the following plan of action:

Please send to us:

1. Any amendments or changes you wish to make to the programme.
2. Your thoughts.
3. The next step you would like us to take.

Thank you.

Corporate Coach Training Ltd
Walcot House
Parton Road
Churchdown
Gloucestershire
GL3 2JJ

Email: lindsey@corporatecoachgroup.com

Tel: +44 (0) 1452 856091



Customer Reviews

- “ Having a framework really boosts confidence in this area, especially if you are new to leadership. I found the conflict management especially beneficial. The trainer was brilliant, friendly and engaging, with boundless enthusiasm. You know, from his presentation, that he knows what he is talking about.

*Robyn Fryer
Science Museum*

- “ This course has made me think of my management training skills in a different way and has given me a great formula to achieve company goals. The trainer's presentation was great and it was very easy to understand and take in.

*Suzie Murphy
Swatch Group*

- “ The course was well planned and went according to schedule and content. Contained valuable information. The trainer's presentation was well prepared and to the point and adhered to time. Focused on the matter. Excellent.

*Sarah Leena Sørensen
MarkMonitor ApS*

- “ The course was clear and articulate. Covering difficult topics effectively. Broken down into easy to digest points. Writing salient points at the back. Trainer's presentation was entertaining and informative. Gezz kept the pace of information, whilst ensuring it was understood, finding meaningful ways to relate the information.

*Nick Barron
Mac Consultants UK Ltd*