

Content

The purpose and benefits of performance feedback

- the difference between feedback, criticism and encouragement
 - the potential power of performance feedback
- the climate for feedback; custom and practice within your organisation
 - positioning feedback as an approach for the uninitiated

Giving feedback

- feedback guidelines; delivering a 'whole message'
- positioning the conversation, clarity about your purpose and what you wish to say
 - questioning, listening and silence

Handling difficult messages and poor performance

- clarifying expectations and acknowledging differences in perspective
- explaining the consequences
- agreeing ownership for the solution

Receiving feedback

- encouraging feedback from others
 - receiving critical feedback without taking offence
- participants provide performance feedback for the facilitator.

Giving and Receiving Performance Feedback

Leadership and Management

You are a leader, manager or supervisor who is required to achieve results through others. You are accountable for your team's performance, and everyone who works for you is entitled to understand what is expected of them and how they are doing. Giving performance feedback is an essential part of leading, coaching, supporting and motivating people. This practical day will give you the tools and confidence to give and receive feedback, and ranges from addressing poor performance through to letting people know when they are doing well.

You will learn how to deliver difficult feedback constructively and how performance feedback can motivate and lead to improvements in the performance of those who work for you. You will also learn how to invite feedback from others about your own performance.

Benefits

- By the end of the programme you will be able to:
- understand the role of feedback in performance management
 - apply a simple model for delivering performance feedback
 - make receiving feedback an enjoyable learning experience
 - give feedback in a way that will create lasting behaviour change
 - achieve more effective outcomes in difficult situations
 - encourage others to provide feedback as a means of improving your own performance.

Approach

This participative programme includes plenty of opportunities to practise using prepared exercises, live issues from participants and feedback. Our experienced facilitator will support and encourage participants to work on skills, behaviours or situations that they may find difficult, but are key to understanding the principles of giving and receiving performance feedback. Participants particularly enjoy the final session of the day when the facilitator invites comprehensive feedback on his or her own performance!

Who should attend?

Leaders, managers and supervisors responsible for the performance of others.

Programme information

Duration: One day

Price: £375 (excluding VAT)

Dates and locations:

1st April 2008 • Midlands

11th November 2008 • London

28th January 2009 • Midlands

For further details please call John Baldwin on 01306 621600.

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