

FABULOUS FEEDBACK



Communication Skills Course

LEARNING OUTCOMES

- Understand why feedback is a critical business skill for performance and development.
- Identify and overcome common barriers to delivering feedback effectively.
- Learn the key components of high-impact feedback that drives positive change.
- Apply a clear and practical approach to delivering both positive and developmental feedback.
- Deliver feedback in a way that resolves issues while maintaining respect and relationships.
- Recognize potential reactions to feedback and learn strategies to respond constructively.
- Practice giving feedback in various real-world situations.
- Practice managing different reactions to feedback confidently.
- Develop skills to handle follow-up conversations that may arise from initial feedback.

COURSE OVERVIEW

Giving and receiving feedback is essential for improving performance, but it can be challenging. Effective feedback highlights strengths, pinpoints areas for improvement, and motivates teams without being critical.

This course is for emerging and existing leaders, anyone with reporting responsibilities, and those who want to provide feedback more effectively. Participants will gain the skills and confidence to deliver clear, constructive feedback, turning even difficult conversations into opportunities for growth and better performance.

TOPICS COVERED IN THIS COURSE

Course Introduction

Welcome, objectives, and participant introductions to set the stage for learning.

Experiencing Feedback

Participate in an experiential exercise to understand the impact of feedback and the consequences when it's absent.

Importance of Feedback

Discuss why feedback is essential, drawing on the exercise and participants' real-world experiences.

Overcoming Barriers

Identify common fears, challenges, and obstacles to giving feedback, and explore strategies to overcome them.

Effective Feedback Principles

Learn what constitutes high-impact feedback, including the distinction between behaviour and identity.

Practical Feedback Application

Apply a structured feedback model to real-world situations and practice delivering both positive and developmental feedback.

Managing Reactions

Explore potential reactions to feedback and practice handling them constructively, using realistic scenarios tailored to participants' workplaces.

Follow-Up and Action Planning

Practice post-feedback conversations to ensure clarity, motivation, and actionable outcomes, followed by review and key learning reflection.