

## **"Giving and Receiving Feedback" Training Program (English Material)**

**Course Length:** 7 Hours @ 2 days or One full day

### **Course Brief Description**

Feedback is an important part of our communication process. Without feedback we don't know when we've done something well or could perhaps improve upon something. Many people find it much easier to give feedback when it is positive than when it is negative. Both positive and negative feedback is useful because it helps us become aware of ourselves, to determine the consequences of our actions and to change or modify our behavior. Giving and receiving feedback are skills that can be learned and once practiced, can be extremely useful.

### **Course Objectives**

At the end of this course you will be able to:

- Know the importance of feedback
- Provide and receive constructive feedback
- Understand the emotional impact feedback has
- Have developed your skills and understanding through practice sessions

### **Training method**

The trainer will use the facilitation style "two ways communications", between the participants & the facilitator, using the technique of what ? – Now what ? – So what ? Also, the training includes building workshops (indoor activities),

## Course content

- Introductions, course and personal objectives
- Importance of Feedback
  - Learning Cycle
  - Why feedback is important
  - What makes feedback effective
- Giving Constructive Feedback
  - Johari Window
  - Good vs Bad Feedback
  - Guidelines to Constructive Feedback
- Emotional Impact of Feedback
  - Fight or Flight
  - Conflict
  - Feedback Styles
- Empathy
- Receiving Feedback
- Creating an Action Plan