Effective Feedback

Hone the delicate art of giving constructive feedback in difficult situations

Overview

Effective Feedback, from Accordence, provides managers with solid communication tools and time to practice them. Giving constructive and corrective feedback is one of the most challenging aspects of any manager's job. When managers are uncomfortable delivering feedback, they may "sugarcoat" or harshly share feedback or avoid the hard issues altogether and miss an opportunity for improved performance. In this program, managers will learn a simple structure for giving effective feedback and empower them to initiate conversations and frame the feedback for better outcomes. This course also teaches you how to construct agreements well and manage them when they are broken. The key learning areas are:

- Prepare for giving effective feedback using a simple 5-step feedback model
- Learn to be direct – hard on the issues, soft on the people
- Use informal feedback to reinforce learning and behavioral change
- Create strong agreements by clarifying outcomes, identifying procedures, roles, and stakeholders, set milestones and establish communication systems
- Manage and renegotiate broken agreements

The Program at a Glance

Effective Feedback is an experiential workshop that blends skill-building practice and application with self and group advice and reflection. To give effective feedback and develop productive agreements, participants build their awareness of, and skill with

- what makes good feedback and why it is important to give it
- when to inquire versus when to make statements
- how to observe and listen without making assumptions or judgments
- how to prepare effective feedback statements for maximum results
- components of effective agreements and methods for managing agreements not kept

Using actual client scenarios, participants prepare and practice making statements and receiving feedback from colleagues and the facilitator.

Implementation and Customization

Effective Feedback is a half-day or one-day program with a tailored focus on practice and application to resolve relevant issues at the organization. Case scenarios and discussions can be customized to your organization's specific challenges. A representative cross-section of participants is interviewed prior to the workshop to surface key issues and ensure session presentations address relevant dynamics of current workplace situations.