



COMMUNICATION
EFFECTIVENESS

Giving Effective Feedback



COURSE SPECIFICATIONS



FORMAT

- In-House



DURATION

Training is given in half a day (3 hours)

(The content and the duration of this session can be adapted for a personalized on-site training.)



TARGET AUDIENCE

People who wish to improve their feedback skills.



DELIVERY METHOD

Instructor-led, group-paced, classroom-delivery learning model with structured, hands-on activities. Participants' experiences are used as support to put new notions into action.

Highly personalized and interactive approach, the groups are limited to 15 participants.



LANGUAGE

Available in:

- French
- English



CERTIFICATION

Training Certificate

Emploi
Québec



Tél. : 514-365-8397



Fax. : 514-365-8940



info@solutionsandco.com



www.solutionsandco.com

DESCRIPTION

Giving Effective Feedback enables participants to acquire the tools and confidence that are essential to an effective feedback. Participants will learn the structured methods and concepts of giving constructive feedback, allowing it to become a tool for improvement, development and growth.

OBJECTIVES

ALLOWING THE PARTICIPANT TO:

- Reflect about the importance of giving effective feedback.
- Incorporate continuous feedback in their daily interactions.
- Apply a structured process based on the type of feedback.
- Implement key principles and rules of effective feedback.

COURSE CONTENT

UNDERSTANDING THE DYNAMICS OF FEEDBACK

- Defining what is effective feedback
- Why give feedback
- When to give feedback
- Features of feedback

HOW TO DELIVER FEEDBACK

- Ongoing feedback
- Formal feedback
 - Positive feedback
 - Corrective feedback

PERSONAL ACTION PLAN