

# ONGOING FEEDBACK AND COMMUNICATIONS

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LEVEL	DURATION	DELIVERY
beginner intermediate	4 hours	in-person and virtual

Participants in this workshop will develop communication skills for improving dialogue about performance through active listening and balancing advocacy and inquiry. They will learn and practice a six-step process for giving feedback, and will also learn to receive feedback in a constructive manner.

## COURSE OVERVIEW

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### COURSE OUTCOMES

- Learn to communicate performance feedback through the model of Skillful Discussion:
  - Balance advocacy and inquiry
  - Identify barriers to effective listening and increase listening power
  - Provide necessary information and resources for improved performance
  - Speak so others will listen
- Learn to use a consistent six-step feedback model to communicate observations and conclusions about employee performance and achieve agreement with the employee
- Develop a plan of action for improved performance involving both the supervisor and the employee
- Learn the power of positive feedback in improving performance

### BUSINESS NEED

*Whether we recognize it or not, we are constantly providing and receiving feedback. How we provide or receive that feedback will often spell the difference between success and failure.*

## COURSE TOPICS

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### Communication Skills

- The case for active listening
- False listening and how to recognize the signs
- Listening on three levels
- The Ladder of Inference and how our assumptions affect our listening ability
- Skillful Discussion and the Johari Window: balancing advocacy and inquiry to bring relevant information into the open

### Giving and Receiving Feedback

- The emotional impact of positive and negative feedback
- Tips for giving effective constructive feedback
- Tips for receiving feedback
- A six-step process for giving feedback
- Practice activity

## COURSE DETAILS

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### Delivery Methods



Virtual: 30 participants



In-person: 30 participants

#### FIELD OF STUDY:

Performance Management

#### COURSE LEVEL:

beginner intermediate

#### LEARNING METHODS:

classroom exercises  
interactive discussion

#### EQUIPMENT:

easel/markers  
LCD projector and screen

#### SUGGESTED PREREQUISITES:

None

#### RECOMMENDED FOLLOW-UP:

Conducting Performance Appraisals, Writing  
Self assessments, Rewards and Recognition,  
Addressing Underperformance