

Giving Feedback on Performance

Program Overview

As a manager you must constructively provide feedback to your direct reports. Whether it is a formal performance review or an informal conversation, whether it is an easy or difficult message, you must have the proper tools to deliver effective feedback. This program will provide you with the opportunity to give and receive feedback and to learn the dos and don'ts of this important communication skill.

We are experts in how adults learn. In addition to traditional classroom teaching methods, our program is highly interactive. It includes videos to reinforce the classroom materials plus experiential learning exercises and discussions.

Program Length

Half day program

Program Objectives

This program will provide you with the opportunity to examine and understand the performance feedback process and to understand the importance of proper documentation. You will learn conflict resolution strategies and techniques of effective communication when you are providing feedback. You will understand the importance of the performance review system for management, your direct reports, and the organization.

Program Content

1. The Importance Performance Feedback
2. Creating a Motivational Climate and Shaping Performance Expectations
3. Observing Performance and Giving Feedback
4. Listening and Communication Skills
5. Providing Effective Feedback – the Process
6. Managing and Resolving Conflict
7. Setting and Managing Goals
8. Proper Documentation of Feedback
9. Application Exercises and Practice