

Giving Feedback (Total Quality Learning – Leadership Series)

This session will enable managers/supervisors to become comfortable giving and positive and constructive feedback. Participants will understand why communication, listening skills and voice tone can help make giving and receiving feedback a success.

TQL Kit includes

- 1 Facilitator Guide (including program content and facilitator instructions)
- Program Agenda (½ day delivery)
- 5 Exercises
- 10 Participant Workbooks
- 10 Pre and Post Evaluations
- 10 Tent Cards
- Soft copy of Handouts, Evaluations and Tent Cards
- A supplementary PowerPoint

Program Content:

Introduction

- Objectives

Identifying Employees Who Need Feedback

- As a Supervisor/Manager
- Performance Management Cycle

How do you Rate at Giving Feedback?

- Self-Assessment

When to Give Feedback

- Types of Positive Feedback
- Types of Constructive Feedback

Communication and Giving Clear Feedback

- Creating a Clear Message

Applying Your Feedback Knowledge

- When, Where and How to Give Feedback

The Feedback Model

Delivering Positive Feedback – Step-by-Step

- Practice Giving Positive Feedback
- Providing Positive Feedback on the Job

Delivering Constructive Feedback – Step-by-Step

- Practice for Delivering Constructive Feedback
- Providing Constructive Feedback on the Job

Learning Journal