



for more information call  
**01437 721 879**

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 **Giving & Receiving Feedback**

## **Developing and Refining Performance and Impact**

Everybody needs to receive and give feedback. We all like to know what we are doing well. Even though hearing what we need to improve is more difficult, it is always an opportunity to develop and grow as individuals.

### **Benefits**

This course is designed to encourage an environment where providing feedback is seen as a positive component of personal development. Participants will:

- Understand the value of feedback as a positive influence on performance, impact and effectiveness
- Learn and practice giving and receiving feedback in both written and spoken form
- Be more aware of the need to provide regular feedback

### **Content**

The course will focus on developing a culture where feedback is encouraged.

There will be a brief insight to the Emotional Quotient (EQi) competencies that apply to feedback.

Practical exercises to deliver both positive and negative feedback with an emphasis on the skills required to act appropriately and sensitively.

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