

Giving and receiving Feedback

High performing teams understand the value of giving and receiving feedback such as creating a more open and transparent team environment. Join this session to gain further insights into how to avoid the fight-flight-freeze response in others. Analyse three feedback models to utilise in any situation and practise giving and receiving feedback using assertive communication tools and strong questioning techniques.

Snapshot

Duration: 90 minute

Learning Outcomes

- Exploring Feedback
- Receiving Feedback
- Giving Feedback

Course Outline

- 6 tips on feedback principles
- Types of Feedback
- Psychology behind feedback
- Model – Johari Window
- Feedback Models
- How to prepare yourself and others
- Model – STAR
- Challenging Conversations