

# Improving Feedback Skills

## ONE-DAY COURSE FOR LEADERS AND TEAMS

Successful feedback provides a unique learning opportunity for both the giver and the receiver. Given genuinely and accurately, feedback provides a way of focusing on the task, and increasing our awareness of both what we intend to achieve and the actual output.

At its most effective, feedback is continuous, and not limited to performance reviews. As a learning tool, it has the capacity to increase trust and to build mutual understanding. Too often, however, feedback has a demotivational effect, or its manner of being given and received blocks any useful messages being communicated.

### *This one-day course will increase your ability to:*

- Find the learning edge within feedback;
- Understand when feedback is likely to demotivate or alienate;
- Distinguish giving feedback from blunt honesty;
- Hear the useful messages within feedback, however it is given;
- Create safe and motivated learning situations;
- Move teams from a 'blame frame' into a 'learning frame';
- Recognise the usefulness of various models for delivering feedback;
- Increase skill in understanding others and how to communicate that successfully.

### *Workshop Aims:*

- To increase the successful and on-going use of feedback;
- To encourage continuous learning and openness to change;
- To increase performance through quicker skills development.

### *Learning Objectives:*

- New tools to deliver successful and transformative feedback;
- The effects of 'blame' and 'praise' vs. genuine feedback;
- How to increase accuracy in giving feedback;
- Knowing the impact of feedback on others and how to maximise its effect;
- New ways of creating a learning environment;
- Being honest without alienating others;
- Hearing the useful messages within 'negative' feedback;
- Increasing motivation through successful learning and appreciation.

### *For further details:*

Contact Dr Elizabeth English  
Life at Work  
info@lifeatwork.co.uk  
tel: 01223 429926  
www.lifeatwork.co.uk

## What course delegates say...

*'The course has been extremely insightful, relevant to me at this level in my training, and has provided a very useful framework which I can now begin to practise.'*

*'I had no idea that coming on a communication skills course could be something that might change my life! Thank you.'*

*'An effective and easy-to-use model for communication.'*

*'Yes, very useful, relevant, practical skills.'*

*'I would especially recommend this course for people whose job involves working with the general public and with sensitive issues.'*

*'[Your trainer] was very inspiring and engaging. Thank you! It was both enjoyable and incredibly useful.'*

*'Although at first I was pretty dubious about the whole thing, by the end I really could see how it could be used... [your trainer] had a very calm and patient teaching style. He obviously cared that we got something out of the course.'*

*'The course opens up other methods and styles of communication that you would not think of otherwise.'*

*'The best course I've attended during my [training] year. I'm looking forward to trying out my new-learned skills!'*

### **Approach and Methods**

The atmosphere of the course is relaxed and enjoyable, and the learning both stimulating and thought-provoking. Activities include interactive exercises, discussions, personal reflection, and small-group role-plays. We avoid static presentations, preferring a more hands-on approach, which allows for increased interaction between trainer and delegates, and which encourages delegates to get to know each other in new ways. As well as working from a specially tailored course handbook, participants will use examples from their own experience as a means to gain first hand and embedded understanding of the processes of communication. The approach is strengths-based, drawing out and building upon delegates' current skills. This means that participants explore issues that are current for them in a supportive environment – a process that can be both challenging and illuminating.

### **Central Model**

The central model is an adaptation of *Nonviolent Communication*<sup>™</sup>, a process developed internationally in high conflict situations for mediation and reconciliation. This is now increasingly applied in businesses for developing communication skills. It is excellent for promoting effective and efficient communication, establishing blame-free working conditions, resolving difficulties and conflicts when they arise, and fostering an atmosphere of openness and trust between colleagues, partners and customers. This can radically increase the quality of working lives, and have a dramatic impact on teamwork, staff retention, and customer care.

