

## Giving Difficult and Constructive Feedback

### INTRODUCTION

This course is for anyone at any level who needs to give constructive feedback to others, for example during appraisals or in other situations where feedback will help improve performance. It is also helpful to those who are not comfortable or confident about receiving feedback.

### COURSE OBJECTIVES

*By the end of the course, delegates will have:*

- **Reviewed** types of feedback
- **Identified** how to give constructive feedback
- **Practised** giving constructive feedback to others
- **Reviewed** the skills of motivation
- **Practised** motivating others to improve performance
- **Received** positive feedback and negative criticism objectively.
- **Given** positive feedback and negative criticism objectively
- **Reviewed** how to deal with anger and conflict assertively and in a professional manner
- **Practised** dealing with anger and conflict in a professional manner

**COURSE DURATION:** 1 Day Course

[www.oaktree-training.co.uk](http://www.oaktree-training.co.uk)

### COURSE CONTENTS

#### What is Constructive Feedback?

Defining what makes feedback constructive  
Why feedback must be constructive if it is to make a lasting difference to performance  
How feedback can help managers and organisations.

#### Giving Constructive Feedback

Preparing objective evidence  
Planning the encounter  
When and where to give feedback  
Keeping it simple and to the point  
Delivering the feedback so that it is clearly understood, acceptable and actionable  
Getting the balance right between positive and constructive feedback  
Motivating the recipient to learn and change.

#### Dealing with Emotion

The skills required to cope with emotional reactions, theirs and yours  
Using behavioural evidence to maintain objectivity  
Managing body language and tone of voice  
Keeping calm and resolving the problem  
Developing empathy, trust and rapport.

#### Responding to Criticism

Avoiding the 'defend/attack spiral'  
Respecting their right to respond critically  
Active listening and sensitivity to the situation  
Asking the questions that help to clarify the situation  
Conveying ideas and information non-prescriptively

#### Giving Feedback to Difficult People

Power and influence  
Dealing with hostility and aggression  
Managing conflict  
Staying on target to achieve required objectives  
The strategies for effective 'win-win' solutions  
Getting commitment to the solution or next step

#### Personal Development Action Plan

