

Giving and Receiving Feedback

Two-Day Training Program

Target Audience

All Staff, particularly Managers & Supervisors

Class Size: 15

Two of the most difficult skills for all staff to master is to effectively give and receive feedback. Effective teamwork requires that everyone master both of these fundamental skills.



This two-day competency-based course will identify the appropriate elements of each competency, and then provide a laboratory experience that permits students to demonstrate their ability to perform these tasks appropriately.

- During the **first** day, there will be **classroom instruction** during which students will study and practice both skills.
- During the **second** day students will attend **individual meetings** with the instructor to conduct a role play in which they will demonstrate each skill. The instructor will video-tape and subsequently evaluate each role play, sending a private communication to each participant containing individual feedback. Feedback will be structured as follows:

We also conduct train-the-trainer classes for organizations that want to purchase rights to use the materials independently.

Giving Feedback

(Sample, using the first six elements of this skill.)

	Yes	No	N/A	Element
1	X			Did I give feedback with respect to performance which justified comment?
2	X			Was the nature of the feedback consistent with the performance justifying the feedback?
3			X	Was the feedback consistent with feedback I had previously given to others for similar performance?
4			X	If the feedback represented positive reinforcement for good performance, did I offer the feedback in public only if the feedback did not simultaneously constitute criticism of others?
5	X			Did I gain the person's attention before beginning?
6		X		Did I clearly state the reason for the feedback?
				You talked about the reports and about being confused, but you never really specifically described what about the reports confused you.