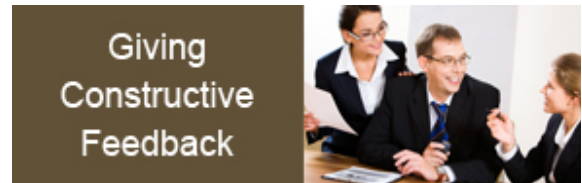


GIVING CONSTRUCTIVE FEEDBACK TRAINING

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COURSE LENGTH: 0.5 DAYS

Positive and negative feedback, if provided in a constructive and proper manner, can encourage the receiver to improve their performance, attitude and loyalty to the organization. Learn the appropriate tools and techniques in giving constructive feedback by attending PD Training's Giving Constructive Feedback Training course.

After completing this course, you will have learned: what is feedback, terminology used in giving feedback, why constructive feedback is essential, providing feedback in real situations, characteristics of effective feedback, using communication strategies to give feedback, non-verbal feedback, how to receive feedback graciously, how to give feedback in a clear and descriptive manner and much more.

This comprehensive training course is available across the U.S., including Atlanta, Austin, Baltimore, Birmingham, Boston, Charlotte, Chicago, Dallas, Houston, Jackson, Los Angeles, Manhattan, Miami, New York, Orlando, Philadelphia, San Antonio and Seattle.

GIVING CONSTRUCTIVE FEEDBACK TRAINING COURSE OUTLINE

FOREWORD

This Giving Constructive Feedback Training Course helps participants develop skills in providing structured feedback for effective and lasting improvements. During this training course, participants receive training in using communication strategies, providing feedback in real situations, applying a framework for formal and informal feedback, and more.

The extensive course helps develop essential skills in delivering constructive feedback that positively impacts an individual and the company.

OUTCOMES

After completing this course, participants will have learned to:

- Explain why feedback is essential
 - Use non-verbal messages
 - Interpret the speech and actions of people
 - Apply a framework for providing formal or informal feedback
 - Use descriptive language in delivering feedback
 - Describe six characteristics of effective feedback
 - Probe effectively
 - Stay neutral and rational
 - Be descriptive for easy understanding
 - Listen, accept and change
 - Provide feedback in real situations
 - Understand feedback definitions and terminology
 - Speak clearly
 - Use communication strategies
 - Understand the characteristics of effective feedback
 - Receive feedback graciously
 - Test the waters through role playing
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MODULES

Lesson 1: Getting Started

- Icebreaker
- Pre-Assignment Review
- Workshop Objectives

Lesson 2: Characteristics of Effective Feedback

- Six Characteristics
- Formal Feedback Framework
- Informal Feedback Framework
- State Your Case

Lesson 3: Definitions

Lesson 4: Receiving Feedback Graciously

- Food for Thought
- When Feedback is Needed

- Receiving Feedback Graciously

Lesson 5: Speaking Clearly

- Being Descriptive
- Staying Neutral

Lesson 6: Testing the Waters

- Scenario One
- Scenario Two
- Scenario Three

Lesson 7: Communication Strategies

- Basic Skills
- Probing
- Non-Verbal Messages
- Interpretation Exercise

Lesson 8: Wrapping Up

- Words from the Wise

WEB LINKS

- [View this course online](#)
- [In-house Training Instant Quote](#)