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Course ID **FEEDBACK** Course Duration **1 or 2 Days**	Course Title **Performance Feedback That Achieves Win-Win Outcome**

Aimed At   Team Leaders, Supervisors, Managers, Business Owners, HR Professionals

Group Size   7-25

Prerequisites   No formal prerequisites.

**Course
in a Nutshell**

Most supervisors and managers, and their employees, dislike feedback sessions, whether they're for everyday situations such as using cell phones during work hours, not following procedures, gossiping about other employees, or during performance appraisals.   Some fear employee resistance to feedback, so they delay giving it, letting problems continue and worsen. In this course, you will learn how to give feedback in the way employees *want* to receive it, allowing them to partner with you in improving their work performance.

Customize It!

In our pre-class needs analysis conference call, we will ask you to share with us workplace situations to which you wish to apply your feedback skills. We will use this information to customize the course to your needs.

Learn How To

- Give Employees Feedback the Way They *Want* It to Be Given to Them So They're Much More Likely to Cooperate
- Defuse Employee Anger and Defensiveness about Feedback
- Overcome Employee Resistance to Feedback (and Concerns They May Have) with Two Win-Win Skills
- How to Make "Feedback Agreements" in Advance to Avoid Future Problems
- Gain Skills and Confidence to Give Feedback instead of Hesitating or Delaying to Give It
- Handle Situations Where Employees Agree to Improve Performance and Don't
- How to Give Positive Feedback *Effectively*
- Improve Manager-Employee Work Relationships

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Course Outline

- Beginning with a Participant Centered Approach

  ° Agenda and Objectives
  ° Methods: How We'll Work Together
  ° Participant Input: Workplace Situations for Feedback Skills

- Skill: How to Give Employees Feedback the Way They *Want* to Receive It

  ° Gaining Employee Cooperation When Giving Feedback
  ° "Constructive Criticism" Isn't
  ° The 5 Goals of Giving Performance Feedback
  ° Develop Feedback Model with Group and Instructor Input
  ° Demonstrate the Feedback Model Using Workplace Situations Submitted by Participants
  ° Skill Practice: Participants Practice the Skill Using Their Workplace Situations and Receive Positive Feedback and Coaching

- Skill: Overcome Employee Resistance to Feedback Option #1

  ° How to Defuse Employee Defensiveness and Anger
  ° 3 Step Skill to Overcome Resistance, Address Employee Concerns Win-Win
  ° Demonstration of the 3 Step Skill Using Participant Work Situations
  ° Skill Practice: Participants Practice the Skill and Receive Coaching

- How to Make "Feedback Agreements" with Employees in Advance

  ° Develop a Working Agreement: How Feedback Will Be Given So It's Received Cooperatively

- Skill: Overcome Employee Resistance to Feedback Option #2

  ° 3 Step Skill to Resolve Resistance, Address Employee Concerns Win-Win
  ° Demonstration of the 3 Step Skill Using Participant Workplace Situations
  ° Skill Practice: Participants Practice the Skill and Receive Coaching

- Skill: How to Give Positive Feedback *Effectively*

  ° Why Positive Feedback Is as Valuable as Constructive Feedback
  ° Demonstration and Skill Model

- What to Do When Employees Don't Keep Performance Agreements

How You Will Learn

- This is a highly interactive, skills-based course (not driven by a Power Point lecture).
- You will learn through demonstrations, discovery, skill practices, and other in-class instructional activities.
- Learning materials include a printed skill guide and skill reinforcement cards.

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