



## Giving and Receiving Feedback

The Fundamentals of Good People Management and Excellent Communication Skills

### ► Upcoming Sessions

16-20 Sep 2024	London - UK	\$5,950
09-13 Dec 2024	Milan - Italy	\$5,950
24-28 Feb 2025	Paris - France	\$5,950
26-30 May 2025	Dubai - UAE	\$5,950
15-19 Sep 2025	London - UK	\$5,950
08-12 Dec 2025	Milan - Italy	\$5,950

### ► Training Details

#### Training Course Overview

Mastering the art of giving and receiving feedback is crucial for individuals across all organizational roles. Yet, these skills are often overlooked in professional training and development programs. Feedback plays a pivotal role in guiding progress towards goals. Constructive and transparent feedback fosters an environment of engagement in the workplace, supported by research indicating that highly engaged workplaces maintain regular feedback practices.

This innovative course emphasizes the development of essential skills in both giving and receiving feedback. It is designed to enhance foundational principles of effective people management and advanced communication techniques.

#### This Anderson training course will feature:

- Dynamic development of your communication skills
- Incisive ways to examine yourself and your strengths and weaknesses
- Discovering how to use motivational coaching methods
- Expanding your abilities to provide feedback in an emotionally intelligent way
- Enhancing your personal and people management skills

#### Training Course Objectives

#### By the end of this Anderson training course, participants will be able to:

- Understand the principles of effective feedback
- Understand how to communicate effectively with all people
- Develop skills in motivational coaching
- Set effective performance goals
- Understand and remove communication barriers

#### Designed For

**This Anderson training course is suitable for a wide range of professionals but will greatly benefit:**

- ▶ Anyone who gives and receives feedback
- ▶ Team leaders, supervisors, section heads and managers
- ▶ Technical professionals moving into management positions
- ▶ Professionals who want to improve their interpersonal skills
- ▶ Anyone who wants to become an effective leader in their work role

## **Learning Methods**

This training course will utilise various proven adult learning techniques to ensure maximum understanding, comprehension and retention of the information presented. This practical and hands-on course will include interactive exercises, games, roleplays, video analysis and case studies, visual presentation, and group teamwork.

## **▶ Training Details**

### **Day One: The Principles of Effective Feedback**

- ▶ Understanding feedback – why it matters
- ▶ Human behaviour – an introduction
- ▶ Emotional Intelligence (EI) – an introduction
- ▶ Giving feedback using EI
- ▶ A personal career SWOT analysis

### **Day Two: Improved Communication Skills**

- ▶ Active listening
- ▶ Questioning techniques
- ▶ Understanding your communication style
- ▶ Language – verbal and non-verbal (body language)
- ▶ The SOLER Model for improved communication

### **Day Three: Giving and Receiving Feedback – The Essentials**

- ▶ Making performance appraisal work
- ▶ Preparing for appraisal meetings
- ▶ Setting SMART Goals
- ▶ Dealing with poor performance
- ▶ Personal Improvement Planning (PIP)

### **Day Four: Motivational Coaching Skills**

- ▶ Distinguishing between coaching, mentoring, and training
- ▶ Key coaching skills
- ▶ Motivational coaching skills
- ▶ PKP and Cause and Effect
- ▶ Coaching practice

### **Day Five: Effective Teamwork Feedback**

- ▶ The psychology of the group
- ▶ The Stages of Team Development
- ▶ Evaluating Team Performance
- ▶ Avoiding groupthink
- ▶ Your Personal Action Plan

## **▶ The Certificate**

Anderson Certificate of Completion will be provided to delegates who attend and complete

► INFO & IN-HOUSE SOLUTION

For more information about this course, call or email us at:

Call us: +971 4 365 8363

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Request for a Tailor-made training and educational experience for your organization now:

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