# GIVING AND RECEIVING FEEDBACK

INTRODUCTION:

Giving and receiving feedback is an essential part of any professional development process. It allows individuals to understand their strengths and areas for improvement, and helps to foster a culture of continuous learning and growth within an organization.

In this skills training program, employees and managers will learn how to give and receive feedback effectively in order to improve their communication skills and facilitate personal and professional development.

Through a combination of theoretical explanations and practical exercises, participants will learn how to provide and receive feedback in a way that is constructive, respectful, and helpful.

Training Aims and Objectives:

- Understand the importance of giving and receiving feedback in the workplace
- Learn how to give and receive feedback effectively
- Practice giving and receiving feedback through role-playing and group exercises
- Develop strategies for handling difficult or challenging feedback situations
- Improve communication skills and facilitate personal and professional development
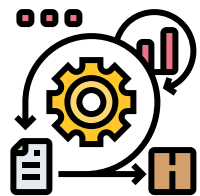
Methodology:

- Lectures and discussions on the theoretical foundations of feedback
- Role-playing and group exercises to practice and apply feedback skills

Frameworks covered:

- The feedback sandwich technique for delivering constructive feedback
- The CARS technique for receiving feedback effectively
- The GROW model for handling difficult or challenging feedback situations

Conclusion:

At the end of this session, participants will have an understanding of how to give and receive feedback effectively.

The goal is for participants to be able to provide and receive feedback in a way that is constructive, respectful, and helpful, and handle difficult or challenging feedback situations with grace and professionalism. This will not only improve communication skills and facilitate personal and professional development, but also contribute to a culture of continuous learning and growth within their organizations.

Length: 90mins, Half Day
Delivery Option: Face-to-Face, Virtual