

Effective Communication and Feedback Skills

Course Summary

Description

Effective communication skills are essential for workplace success. Participants in this course learn essential communication skills and strategies necessary for giving and receiving feedback in today's fast-paced work environment, and build confidence in their ability to effectively communicate feedback.

Confidently giving and receiving feedback is an important interpersonal skill for anyone working as part of a team, and is an especially important skill for those in leadership roles. Giving feedback is vital to coaching others, developing others, and for maximizing team performance. Giving and receiving effective feedback also fosters accountability and respect in the workplace, and can dramatically improve workplace productivity.

Participants in this one-day instructor led workshop learn about different types of feedback, what needs to be considered before giving feedback, and what conditions are necessary for giving feedback to be successful to ensure an ongoing and respectful relationship. Participants learn guidelines for planning effective feedback, have the opportunity to discuss instances in the workplace where feedback would be valuable. Opportunities are provided to practice giving and receiving feedback during the session. Participants also learn the fundamentals of receiving feedback to support their ability to gracefully give and receive feedback.

Objectives

After taking this course, students will be able to:

- Define effective communication, especially in the context of giving feedback
- Describe the intended objectives of effective feedback,
- Receive feedback gracefully
- Describe the differences, similarities and overlap between feedback, coaching, confrontation and courageous conversations,
- Prepare to give effective feedback,
- Plan to deliver any type of feedback in a positive and respectful manner,
- Prepare to deal with difficult, e.g. emotional, issues when giving feedback,
- State the difference and objectives of different types of feedback e.g. reinforcing, redirecting etc. and when to use one type versus another,

Topics

- Introduction to the Course
- Effective Communication
- What is Feedback
- The Feedback Model
- Feedback and Emotions
- Language, Trust and Authenticity
- Feedback and Communication Style
- Structure of Effective Feedback
- Preparing to Give Feedback
- Receiving Feedback
- Practical Application and Reflection to Embed Learning
- Conclusion and Action Planning

Audience

This course is for those wanting to learn essential communication skills and strategies necessary for giving and receiving feedback in today's fast-paced work environment, and build confidence in their ability to effectively communicate feedback.

Prerequisites

There are no prerequisites for this course.

Duration

One day

Effective Communication and Feedback Skills

Course Outline

I. Introduction to the Course

Participants are introduced to the course, review the course outline, review the formal course objectives, and set their personal objectives for the course.

II. Effective Communication

Participants define the characteristics of effective communication and the role of effective communication in the context of giving feedback.

III. What is Feedback

Lecture and discussion to define effective feedback – what feedback is and what feedback is not, the choices people have when giving and receiving feedback, and how feedback is related to delivering results as well as motivation and motivating others. Includes a discussion on how feedback differs from coaching, training, confrontation and courageous conversations.

IV. The Feedback Model

Lecture and discussion about the feedback process and what makes feedback more effective, what can undermine giving effective feedback, together with the benefits of being able to give and receive feedback effectively. Includes a discussion about different types of feedback – e.g. reinforcing, redirecting, and the best approach to take according to the situation.

V. Feedback and Emotions

Lecture and discussion about the role of emotions in both giving and receiving feedback, and how to manage emotions when giving and receiving feedback.

VI. Language, Trust and Authenticity

Lecture and discussion about how to choose the right language, tone, and words to use when giving feedback, and the role of trust, authenticity, and accountability in giving effective feedback.

VII. Feedback and Communication Style

Lecture and discussion about feedback and communication style – exploring how different personality styles both give and receive feedback, and how to identify different personality styles and adapting one's approach to giving effective feedback.

VIII. Structure of Effective Feedback

Drawing on past experiences, participants explore the development of a model for effective feedback, including intent and approach.

Principles include:

- A. Constructive
- B. Focused on demonstrated actions or behavior, not attitude
- C. Future focused
- D. Goal oriented
- E. Involves two-way conversation
- F. Supportive
- G. Owned by the giver

Participants use a recent feedback opportunity/example to explore each of these elements.

IX. Preparing to Give Feedback

Participants continue to build their feedback example by exploring the following topics:

- A. Picking the right topic
- B. The purpose of providing the feedback
- C. The desired results
- D. Picking the right time
- E. Making it visible to the person (clarity and detail)
- F. Asking questions to gain commitment
- G. Handing over ownership

This model is explored for both reinforcing and redirecting feedback

X. Topic: Receiving Feedback

Lecture and discussion about the importance of receiving feedback gracefully, and the role of active listening. Includes principles for receiving feedback. Elements include:

- A. Assume feedback is well intended even if it is not well delivered

Effective Communication and Feedback Skills

Course Outline (cont'd)

- B. Ask for details
- C. Ask questions for clarification
- D. Say thank-you
- E. Take ownership
- F. If necessary seek feedback from others
- G. Take action

XI. Practical Application and Reflection to Embed Learning

Participants identify a situation that would benefit from providing feedback, work through preparing to give the feedback, and role-play giving the feedback. In this exercise participants also receive feedback from their colleagues, to practice the principles of receiving feedback

XII. Conclusion and Action Planning

Participants review the topics covered in the day. Participants are also asked to state their key learnings from the course, and to reflect on and write down one new thing they intend to put into practice upon returning to their workplace. They are encouraged to share this "one thing" with an accountability partner in the class, and with their manager/supervisor.