

## Giving and receiving feedback

### Outcomes

**Participants will emerge with:**

- ✓ **A greater appreciation of the impact and importance of feedback**
- ✓ **Effective feedback techniques**
- ✓ **Enhanced listening and questioning skills**
- ✓ **Strategies for dealing with difficult feedback situations**
- ✓ **Enhanced skills for delivering constructive feedback**
- ✓ **Increased confidence in feedback discussions**
- ✓ **An action plan**

### Content

**Effective feedback**

**Providing effective feedback**

**Seeking and receiving Feedback**

**Mastering difficult Feedback Situations**

**Case Study**

**Action planning**

Please note that this an example only. All our workshops and courses are customised to meet your specific needs.