

GIVING CONSTRUCTIVE FEEDBACK TRAINING

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COURSE LENGTH: 0.5 DAYS

As a manager or supervisor in Singapore, delivering positive and negative feedback to staff is part of your role. However, many people find that delivering negative, or "constructive" feedback, can be a challenge for many reasons.

In fact, feedback delivered in a clear, consistent and respectable way is a true leadership skill that you can learn from the Giving Constructive Feedback training course delivered by PD Training. The course will teach you how to deliver constructive and positive feedback with sensitivity and objectivity. The training will also give you the opportunity to do feedback assessment, application and practice.

This Giving Constructive Feedback training course can be delivered at your premises anywhere in Singapore by one of our expert local or international trainers.

Contact us today for a [group quote](#).

GIVING CONSTRUCTIVE FEEDBACK TRAINING COURSE OUTLINE

FOREWORD

As a manager or supervisor, critiquing the behavior or work of your employees can be a very daunting task for you to perform. Yes, you have the authority to criticize, but if not done properly, it can harm working relationships, elevate stress levels and reduce moral.

This Giving Constructive Feedback Training Course helps participants in Singapore to develop skills in providing structured feedback for effective and lasting improvements. During this training course, participants receive training in using communication strategies, providing feedback in real situations, applying a framework for formal and informal feedback, and more.

The extensive course helps develop essential skills in delivering constructive feedback that positively impacts an individual and the company.

OUTCOMES

After completing this course in Singapore, participants will have learned to:

- ▶ Explain why feedback is essential
 - ▶ Use non-verbal messages
 - ▶ Interpret the speech and actions of people
 - ▶ Apply a framework for providing formal or informal feedback
 - ▶ Use descriptive language in delivering feedback
 - ▶ Describe six characteristics of effective feedback
 - ▶ Probe effectively
 - ▶ Stay neutral and rational
 - ▶ Be descriptive for easy understanding
 - ▶ Listen, accept and change
 - ▶ Provide feedback in real situations
 - ▶ Understand feedback definitions and terminology
 - ▶ Speak clearly
 - ▶ Use communication strategies
 - ▶ Understand the characteristics of effective feedback
 - ▶ Receive feedback graciously
 - ▶ Test the waters through role playing
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MODULES

Lesson 1: Getting Started

- ▶ Icebreaker
- ▶ Pre-Assignment Review
- ▶ Workshop Objectives

Lesson 2: Definitions

- ▶ Food for Thought
- ▶ When Feedback is Needed

Lesson 3: Speaking Clearly

- ▶ Being Descriptive
- ▶ Staying Neutral

Lesson 4: Communication Strategies

- ▶ Basic Skills
- ▶ Probing
- ▶ Non-Verbal Messages
- ▶ Interpretation Exercise

Lesson 5: Characteristics of Effective Feedback

- ▶ Six Characteristics
- ▶ Formal Feedback Framework
- ▶ Informal Feedback Framework
- ▶ State Your Case

Lesson 6: Receiving Feedback Graciously

- ▶ Receiving Feedback Graciously

Lesson 7: Testing the Waters

- ▶ Scenario One
- ▶ Scenario Two
- ▶ Scenario Three

Lesson 8: Wrapping Up

- ▶ Words from the Wise

WEB LINKS

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- ▶ [View this course online](#)
 - ▶ [In-house Training Instant Quote](#)