Giving and Receiving Feedback

Duration: 1 Day

Understanding Resistance to Criticism

- What Is Critical Feedback?
- The Impact of Gender on Feedback
- Gender Communication and Leadership Effectiveness
- Generational Differences in Feedback
- Influence of Parental Messages
- Critical Feedback Messages to Watch Out For
- Counteracting Self-Criticism and Past Messages
- Changing Your Beliefs About Critical Feedback

Responding to Critical Feedback

- How We Perceive Critical Feedback
- Types of Critical Feedback
- Three Stages of Response
- Assertive Techniques to Deal with Criticism
- Technique 1: Fogging
- Technique 2: Admitting the Truth
- Technique 3: Requesting Specific Feedback
- Ten Tips for Handling Feedback

Giving Constructive Feedback

- Barriers to Giving Constructive Feedback
- Overcoming Obstacles
- Benefits of Voicing Feedback Regularly
- Understanding Constructive Feedback
- Step 1: Set Realistic Goals and Expectations
- Step 2: Research the Facts
- Step 3: Choose Your Timing
- Step 4: Be Specific, Using the DASR Script
- Providing Feedback with "I" Statements
- Step 5: Monitor and Follow Through
- The Impact of Technology on Feedback
- Critiquing Your Manager or Colleague
- Using the DASS Script
- Providing Unsolicited Feedback
- Turning Complaints into Proposals

Giving and Receiving Feedback

Giving Positive Feedback

- The Powerful Impact of Praise
- Rethinking Barriers to Praising Others
- Guidelines for Giving Positive Feedback
- Public vs. Private Praise
- Praising Upward

Handling Recurring Problems

- Five Steps in Discussing Recurring Problems
- The Importance of Follow-Up