

Effective Communication and Feedback Skills

Course Summary

Description

"How do I tell people that they aren't doing the job the way they should?" Providing constructive feedback to employees in the workplace is a challenging skill for most people. Yet, if employees don't know what they are doing wrong, and why they aren't performing correctly, they will never improve.

At the same time, we also must provide supportive feedback to employees. We need to tell people that they are performing their jobs to standard and to specification. We also must provide encouragement and positive reinforcement to employees so that the desired performance will continue.

In this workshop, you will identify workplace situations in which supportive and constructive feedback is required. You will have the opportunity to evaluate and practice your communication and listening skills using real-life examples and scenarios. As a result of this workshop, you will feel confident in giving both supportive and constructive feedback to employees. Your new skills will increase your professionalism and personal authority in the workplace.

Topics

- Communication
- Feedback

Audience

This course is designed for managers, supervisors, and team leaders, and anyone who strives for a low-stress and time-efficient work environment.

Prerequisites

There are no prerequisites for this course.

Duration

One day

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Course Outline

I. Communication

- A. Identify your communication style.
- B. Adapt your communication style to improve communication.
- C. Develop the four qualities of effective communicators.
- D. Remove the obstacles to communication.
- E. Use active listening skills.
- F. Use positive gestures and non-verbals
- G. Improve your speaking skills.

II. Feedback

- A. Create a positive rapport and climate for feedback.
- B. Give supportive and corrective feedback.
- C. Receive feedback non-defensively.
- D. Determine the reasons for performance issues.
- E. Use questioning skills to facilitate action.
- F. Agree on positive and negative consequences of issues.
- G. Create consensus for future objectives.
- H. Provide encouragement and positive reinforcement