Building Effective Communication and Feedback Skills

Course Summary

Description

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. Managers also need to tell people when they are performing their jobs to standard and to specification.

Objectives

After taking this course, students will be able to:
- Improve communication skills
- Give effective feedback
- Keep employees engaged

Topics

- Trust Building Techniques
- Giving Effective Feedback

Audience

This course is designed for managers who want to learn effective communication skills and constructive feedback skills.

Prerequisites

There are no prerequisites for this course.

Duration

One day

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Course Outline

I. Trust building techniques
   A. Develop the four skills of effective communicators
   B. Remove obstacles to communication
   C. Use open questions
   D. Demonstrate active listening skills
   E. Use positive nonverbals

II. Giving effective feedback
   A. Create a positive context
   B. Give supportive
   C. Give corrective feedback
   D. Receive feedback from employees well
   E. Agree on positive and negative consequences.
   F. Create alignment
   G. Position worker for success