

The most effective way to achieve right relations with any living thing is to look for the best in it, and then help that best into the fullest expression

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What am I really seeing? What are you really saying?

Giving & Receiving Feedback

Mitchell Personnel Solutions



Programme Outline:

This one day program is designed to provide participants with the tools necessary to prepare for a performance feedback session both in terms of giver and receiver of feedback and includes the following topics:

- What is feedback and the importance of feedback
- Positive vs negative feedback
- Identifying character and skills strengths (your own and your staff)
- Understanding the PM&C Performance Management & Development Scheme (PMDS)
- Setting SMART goals
- Planning your feedback session (giver)
- Planning your feedback session (receiver)
- Upward management

The second part of the day focuses on the communication skills required to effectively deliver or receive feedback and can also be applied to all other aspects of communicating with others. The workshop includes the following topics:

- The importance of effective communication
- The DISC model – understanding each style and identifying your own
- Adapting to others' communication styles
- Empathetic listening skills
- Delivering difficult feedback
- Dealing with difficult feedback
- Following up!

exceeding expectations

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