

# Providing Constructive Feedback

## Preventing potential problems from growing beyond your capabilities

### Course Overview

#### How You Will Benefit

Delivering constructive feedback is one of the most challenging things for any supervisor. Through this workshop, participants will gain valuable knowledge and skills that will assist with this challenging task. When an employee commits an action that requires feedback or criticism, it needs to be handled in a very specific way.

Constructive Feedback, if done correctly, will provide great benefits to your organization. It provides the ability for management to nullify problematic behaviors and develop well-rounded and productive employees. Constructive feedback shows an employee that management cares about them and will invest time and effort into their careers.

Those leaders who master essential Constructive Feedback skills reduce the occurrence of negative conflict, leading to healthier teams and work environments

#### Benefits of Supervisory Success

A work environment with a solid foundation for Constructive Feedback can:

- Increase efficiency and productivity
- Give New Perspective & Valuable Insight
- Provide a tool for continued learning
- Help solve problems and improve quality
- Allow for understanding of strengths and opportunities for development
- Build trust among team members

#### Course Objectives

At the completion of this module participants will increase their ability to:

- Define and describe Constructive Feedback
- Identify opportunities to provide Constructive Feedback in their own work environments
- Recognize the challenges and benefits of providing Constructive Feedback
- Evaluate their current level of effectiveness
- Demonstrate a set of key actions for providing Constructive Feedback to others

#### Course Objectives (cont.)

- Conduct Constructive Feedback conversations with others that result in improved performance

#### Key Topics Covered

This course explores the following subjects in depth:

- Understand when feedback should take place
- Learn how to prepare and plan to deliver Constructive Feedback
- Determine the appropriate atmosphere in which it should take place
- Identify the proper steps to be taken during the session
- Know how emotions and certain actions can negatively impact the effects of the session
- Recognize the importance of setting goals and the method used to set them
- Uncover the best techniques for following up with the employee after the session
- Action planning for future constructive feedback opportunities

#### What the Course Offers

- Experiential learning setting
- Opportunity to learn from others while applying the concepts in a risk-free environment
- Complete set of materials including participant guide, classroom videos and learning summary cards

