

Giving and Receiving Feedback Knowledge Course

Table of Contents

Course Objectives

What Would You Do?

Chapter One:
Giving Feedback

Start with the Easy Part: Positive Feedback

More Positive Feedback Tips

Giving Constructive Feedback

Assume Positive Intent

Compare These Comments

Describe the Preferred Behavior

What's the TRIC?

When the News is Really Bad...

Using Written Feedback

Chapter Two:
Receiving Feedback

Assess Yourself

Getting Ready To Receive Feedback

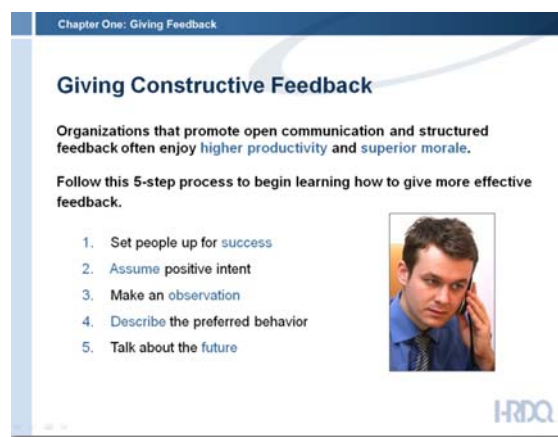
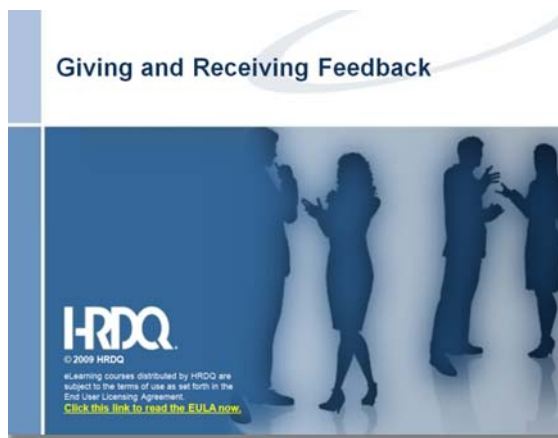
Why People Resist Feedback

Ask for It!

Avoid Defensive Reactions

Use Detached Responses

Think Objectively



ALL TITLES ARE FULLY CUSTOMIZABLE AND CAN BE DISTRIBUTED ON AN UNLIMITED BASIS.

Giving and Receiving Feedback Knowledge Course

Table of Contents

-- Continued --

Evaluate The Feedback

Evaluation Criteria


Evaluation Criteria Examples

Avoiding Emotional Interpretations

Conclusion

Chapter One: Giving Feedback

More Questions to Ask




Is it solution and opportunity focused?

- You are concerned with fixing the problem, not placing blame
- You conclude the session with an action plan

Does it result in a positive change in behavior?

- You and employee have a **specific** (even written) result in mind
- You and employee follow up
- Monitor and improve the quality of your feedback using the "Characteristics of Effective Feedback" checklist!



[Click to Open](#)

Click on the page image above to open the PDF document. * You must have Adobe Acrobat/Reader installed to view this document. * This document is stored in the same HSDQ folder created when you installed this course. If it does not open when clicked it may have been moved. To launch the document manually search your drive for the filename: "HSDQ_Effective_Feedback PDF" and launch directly from the file.

Order Online.
Call us at 800.257.4916



ALL TITLES ARE FULLY CUSTOMIZABLE AND CAN BE DISTRIBUTED ON AN UNLIMITED BASIS.