

The Feedback Loop

Modular Program (scenarios to be customised)



Course Outline

On completion of this 3 part modular workshop series, participants will be able to...

- Deliver effective feedback using a proven approach that helps to inspire and / or facilitate improvement in the behaviour of others
- Recognise when a follow up feedback conversation is needed and adopt an approach designed to reignite the conversation
- Recognise when a feedback conversation is moving into more challenging territory and identify options for helping get these conversations back on track
- Identify and implement a range of practices that will enhance your ability to be a better seeker and receiver of feedback



Maximum cohort 14

Workshop Outline

1. Module 1 (10-3.15pm)

- What is a feedback culture and why it is important?
- The fundamentals of effective feedback
- The principles and processes for feedback to inspire, and feedback to improve
- The responses we might get to the feedback we give
- Other things to be mindful of when providing feedback to others

2. Module 2 (3 hrs)

- Action-learning reflection – what have participants learnt and practiced since module 1
- Client scenario role plays
 - What if nothing changes – how do you reignite the conversation?
 - Deeper dive – What to do when things get challenging – how to get back on track

3. Module 3 (3 hrs)

- Action-learning reflection – what have participants learnt and practiced since module 2
- How to be a better receiver of feedback
- Using feedforward to seek feedback from others

This program is a modular program that does a richer, deeper dive than our original 'Feedback Rich Culture' half day. Includes opportunities to practice using client specific scenarios.

**3
modules
1-2
weeks
apart**