Giving & Receiving Feedback

(Code: GRF)

Evolution-U Language & Communication Business Suite

Duration: Half or Full Day - Level: Advanced

The Evolution-U Language & Communication Business Suite is a focused offer of engaging soft skills trainings, providing usable tools for better & measurable performance praised by our clients

Course Outline

Many executives at senior levels have challenges delivering difficult feedback. Giving critical feedback to colleagues is one of the most common types of difficult business conversation and one that few executives enjoy or are trained to deliver. A failure to give effective and timely feedback results in business problems as issues are not addressed. This intensive training draws on leading research in the areas of linguistics, psychology and NLP to teach the key skills required to both give effective feedback, and receive it.

Learning Objectives

By taking this course, participants will;

- Learn the key principles in delivering effective feedback so that recipients take the message constructively and not personally;
- Utilise the 'feedback sandwich' to deliver constructive criticism in a positive frame;
- Learn a series of linguistic frames that can be used to assist in the process of delivering feedback and manage responses;
- Practise the technique of Socratic Learning, an approach to questioning that aims to position the receiver as the source of the answer;
- Become proficient in the skill of Active Listening in order to receive feedback in a more controlled manner, and position oneself to respond effectively;
- Develop an awareness of how negative emotions can impact our ability to deal with feedback;
- Learn how to maintain dialogue when in difficult conversations, and manage the emotions created by the stories we tell ourselves;
- Anticipate feedback and develop reframes that give an alternate perspective on the situation.

This is a half or full day training. The course content detailed below is for a one-day training and includes multiple group exercises, case studies and role plays. Participants will be requested to complete some pre-course preparation which will take a maximum of 30 minutes to complete.

Course Content – Part 1: Giving Feedback

Key Principles in Delivering Feedback

Based on well-established linguistic techniques and influencing principles, this section introduces a weaponry of techniques that can easily be integrated into any communication including giving sensitive feedback. Techniques include amongst others; consciously managing tonality and body language, ego-based loops incorporating recognition, praise and/or appreciation where appropriate, and how to utilise the three perspectives in feedback theory. The objective is to be able to give difficult messages in a way that they are received constructively, while the recipient is treated with respect and remains well disposed towards the deliverer of the feedback.

The Feedback Sandwich

Learn an approach for delivering constructive criticism in a way that the recipient will be appreciative, and to practise developing and delivering feedback using this approach.

Linguistic Framing

A series of linguistic frames will be introduced including softening frames, the agreement frame and the 'what if' frame which explanations on when to use each. This section on linguistic framing is developed based on NLP linguistic tools.

Socratic Learning

The process of Socratic learning enables the user to assist the recipient to arrive at the desired conclusion by directed questioning. For any given business objective a Socratic questioning structure can be developed and repeatedly deployed. In this section participants will identify business situations where Socratic learning can be used to help communicate a message, and develop a questioning structure as an alternative to direct feedback.

Pre-Work Case Studies

Each participant will be required to come to the session with a pre-prepared work relevant situation. This can be either a past situation where they have either had to deliver feedback and the outcome was not as desired, or a future situation where they will need to give feedback and can now incorporate new techniques and test them in the classroom setting.

Course Content – Part 2: Receiving Feedback

Active Listening

In order to receive feedback, it is necessary to know how to listen effectively. The technique of active listening installs a discipline the value of which far extends beyond purely receiving feedback. Active listening is at the core of teamwork, management and leadership. This section, while basic, is fundamental to successful interpersonal skills development.

Developing Emotional Advantage

Negative emotions such as anxiety, anger, fear, disappointment and regret can severely impact our ability to react appropriately to tough feedback. Whatever the situation, these emotions can pose limitations for even experienced professionals. This section draws on leading research in the area of managing negative emotions and proposes approaches to address them.

Preparing for Negative Feedback - Maintaining Dialogue

One of the keys to dealing with negative feedback is to be prepared for it. Following on from the previous session on developing emotional advantage, this section teaches a simple technique for maintaining dialogue so that the parties to a difficult conversation continue to communicate constructively,

The Feedback Fallacy

A contrarian perspective on feedback based on a recent Harvard Business Review article which challenges all the approaches to giving feedback covered so far in the training, and offers an alternative approach to empowering employees to excel.

Anticipating Feedback and Reframing

The technique of linguistic reframing is a powerful technique for developing alternative responses to objections and situations. The technique can be applied to the process of anticipating feedback to develop 'out of the box' responses which can offer alternate perspectives on any given situation. Participants will be tasked to develop reframes for common work-based situations.

Course Content – Part 3: Developing your Personal Style

The session finishes with participants reviewing the course content and identifying the tools they will adopt to develop their own style. Depending on remaining time available, an open role play will be conducted whereby participants set the scene and deliver feedback to other class attendees, who in turn give their feedback on the feedback using the principles taught.

For more information & reservations please contact Jessica
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