Fab Feedback

Giving someone else feedback can be very daunting, especially when it's about something they're not doing or doing incorrectly. It is made even harder when you're working remotely from one another.

Delivering feedback to change or reinforce behaviour or to improve performance by using negative or positive information is something we can learn.

We will look at ways to improve the content, delivery and impact of feedback in these difficult circumstances and encourage you to leap into action with practical tips and tactics.

Participants will:

- ▶ Discover the benefits and power of positive feedback in changing people's behaviour
- ▶ Explore a straight-forward yet high impact framework to deliver objective feedback
- ▶ Recognise the potential for negative reactions to feedback and tactics to deal with them
- ▶ Create a powerful action plan to deliver fab feedback in a future practical situation

Before attending:
(We'll be using the outputs of this work during the session, so we ask participants to:)

1. Reflect upon times when you have been given feedback, when it has been done well and when it was done poorly. Note down what happened in each instance that helped make it a positive experience or caused it to be a bad one.

2. Consider what situation you are dealing with right now that could benefit from some fab feedback. What's happening? Why does it need to change? How do you want them to feel after you've discussed it?

3. Note down 3 words that come to mind when thinking about reactions to feedback, both yours and others.

Session length: 2 hours

one spark can ignite the world