INNER COACHING

Giving Effective Feedback - **Move from Criticism to Constructive Feedback**

"Employees don't quit their companies, they quit their bosses." - Gregory P. Smith

Managers today need more than ever to encourage and empower others to improve their performance on a task, in a team, and at their job. They need to build the relationships with and engage their staff, so that they avoid being one of the top reasons why the best talent leaves the organisation.

Do you find that your managers:
- avoid and put off performance appraisal meetings as much as possible
- fear hurting the others persons feelings when they need to criticise their work, and so nothing improves
- battle to get through to staff about how they need to improve on their jobs, and so there's no progress
- complain that staff either argue with them, get defensive or cry during performance appraisals, making it a difficult process for all involved

Managers can grow their relationship with staff through performance appraisals, and improve employee engagement. They just need to learn how and have the soft people management skills to do so.

This programme is designed to give you theory of the communication skills in giving feedback, coaching to overcome any blocks to being your best in appraising others' work, and practical application to apply the best practices appraisals in your own style.

Who is this Feedback Programme for?
Managers   Project Managers   Leaders
Go getters who know that they will get ahead by working effectively with and through the people around them

Programme Content
- How to get in rapport with others   • How to manage emotions, tears and defensiveness
- The critical distinctions between criticism and positive criticism
- How to give feedback (and also receive it) so that it opens a person to growth
- How to build another's self esteem with the way you communicate
- How thinking styles impact understandings in terms of feedback
- Developing an empowering attitude about the whole performance appraisals process
- An enhanced mindset about conflict, relationships with staff, and working with and through people

Length of Programme – Total 15 hours highly tailored to individual needs
- 6 hours of training privately or in groups   • 3 private coaching sessions
- Optional 3 hours of private shadow coaching, giving actual real time feedback to help incorporate skills

Next Step:
To explore if this "**Giving Effective Feedback**" programme will meet your organization needs, contact your Coach, Telana Simpson to set up a Readiness & Needs Analysis Session

We all need people who will give us feedback. That's how we improve. - Bill Gates