



# *Providing Effective Feedback*

While providing feedback is vital to team success, most avoid doing so because it feels uncomfortable or embarrassing. Developing employee feedback skills is essential for organizational success because it fosters a trusting and productive business environment.

The Providing Effective Feedback program teaches participants to identify an employee's needs, and give accurate, specific, and timely feedback through proven techniques. This interactive and activity-based program provides participants with an opportunity to practice skills and understand why feedback is often met with resistance.

## Program Objectives

By the end of this program participants will be able to:

- Identify the components of effective feedback
- Avoid behaviours that prevent feedback from being effective
- Deliver feedback that reflects all aspects of performance
- Apply the WIN / WIT models for delivering feedback

## Program Outline

### Providing Effective Feedback

- Feedback as a key to personal growth
- Why feedback fails
- Keys to successful feedback
- Making feedback specific
- Providing balanced feedback
- Time feedback for success
- Applying WIN to correct performance problems
- Using WIT to keep performance high

Course Length: ½ Day

Class Size: 10-15 Participants

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