



This College Africa Group course will enhance the user's skills on the subject and teaches fundamentals as well as strategies in an easy to follow, easy to understand format and includes practical exercises which will assist in developing your skills in the workplace.

COURSE OUTLINE - Feedback Skills for Leaders, Third Edition

Course Number: AX084-096

Days: 1

Description: People crave feedback. Leaders who learn how to provide effective feedback create opportunities for employees to grow, become motivated, and make positive contributions to their organizations. FEEDBACK SKILLS FOR LEADERS shows new and even experienced managers the benefits of developing this critical skill, both in giving and receiving feedback. Readers will learn specific techniques for receiving and responding to critical feedback and will learn the positive impact of praise and positive messages. This edition includes new information on how gender and generational differences can impact employees' expectations and how well feedback is received.

Topic-Level Outline

Part 1: Understanding Obstacles to Receiving Criticism

- What Is Critical Feedback?
- The Impact of Gender on Feedback
- Gender Communication and Leadership Effectiveness
- Generational Differences in Feedback
- Influence of Parental Messages
- Critical Feedback Messages to Watch Out For
- Counteracting Self-Criticism and Past Messages
- Changing Your Beliefs About Critical Feedback

Part 2: Responding to Critical Feedback

- How We Perceive Critical Feedback
- Types of Critical Feedback
- Three Stages of Response
- Assertive Techniques to Deal with Criticism
- Technique 1: Fogging
- Technique 2: Admitting the Truth
- Technique 3: Requesting Specific Feedback
- Ten Tips for Handling Feedback

Part 3: Giving Constructive Feedback

Barriers to Giving Constructive Feedback
Overcoming Obstacles
Benefits of Voicing Feedback Regularly
Understanding Constructive Feedback
Step 1: Set Realistic Goals and Expectations
Step 2: Research the Facts
Step 3: Choose Your Timing
Step 4: Be Specific—Using the DASR Script
Providing Feedback with “I” Statements
Step 5: Monitor and Follow Through
The Impact of Technology on Feedback
Critiquing Your Manager or Colleague
Using the DASS Script
Providing Unsolicited Feedback
Turning Complaints into Proposals

Part 4: Giving Positive Feedback

The Powerful Impact of Praise
Rethinking Barriers to Praising Others
Guidelines for Giving Positive Feedback
Public vs. Private Praise
Praising Upward

Part 5: Handling Recurring Problems

Five Steps in Discussing Recurring Problems
The Importance of Follow-Up

Appendix

Summary
Appendix to Part 2
Appendix to Part 3
Appendix to Part 5
Additional Reading

ABOUT US

Established as EasyExcel, the company has been re-branded as College Africa Group. College Africa Group has been in operation since 2003 and has trained many corporate and professionals throughout Southern Africa. (For more info click here.) (<http://www.collegeafricagroup.com>)

ACCREDITATION

College Africa Group is MICT SETA accredited and a Microsoft Partner. College Africa Group has more than 30 years' experience in Financial, Sales, Operations, Marketing and Administration Directorship and understands the problems and deadlines you face.

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