

# EFFECTIVE PERFORMANCE Feedback

Core skills for managers in managing employee performance and development



## Goal

To help *Team Leaders and Managers* of an organization understand and learn skills needed to 'manage' and 'develop' employee performance

### Program Objective

- Help the participants understand and gain acceptance of their current skills of 'interpersonal feedback'
- Understand the role of 'feedback' for leadership in performance management and development
- Sensitise participants to the 'Do's and 'Don'ts of 'performance feedback'
- Learn techniques of providing and receiving feedback
- Help create a sustainable action plan to effect change

### Steps for giving effective feedback

- Preparing to give performance feedback - working the details
- Beginning the feedback session
- How to give reinforcement and redirecting feedback
- Documenting your feedback
- Providing higher levels of information

### Feedback and communication styles

- What are communication styles?
- How styles affect feedback
- Understanding the communication styles of others

### Program Content

- Gaining self-awareness, self-acceptance and acceptance of others
  - Style of reacting, relating and leading
- Interpersonal Feedback
  - Influence in improving interpersonal relationships
- Role of Self-perception and its attitudinal impact on behaviours
- The 'Johari' Awareness Model in understanding relationships
- **The Power of Feedback**
  - What is feedback?
  - How do we give workplace feedback?
  - Redirection and Reinforcement
  - Misperceptions about feedback
  - Sharing the benefits of continual feedback

### Handling difficult feedback situations

- Identifying difficult feedback situations
- When personal problems affect performance
- When personalities clash
- When a co-workers personal habits affect your work
- When you receive overly general redirection
- Taking control of the situation

### Preparing for your next performance feedback session

**Duration:** 12 hrs.

**Who should attend:** Managers and Leaders responsible for performance management.

**Interested? Call us on,**

+91 9866687711

+91 8978786121

**EQUINOX**  
Your Partner in Performance Development