

Giving Constructive Feedback for Stellar Service™



Purpose

The purpose of this module is to provide service coaches with skills that will help them give constructive feedback in a way that build mutual respect and promotes problem solving and learning.

Process

During the module, participants complete a variety of individual and group activities, partner discussions, and skills practices, video segments, and large-group discussions that explore the following topics:

- Key actions for giving constructive feedback
- “Opening the door” to constructive feedback
- Techniques for encouraging involvement and problem solving
- Techniques for handling challenging responses
- Planning a feedback conversation
- Practice giving constructive feedback
- Action planning

Payoff

At the end of the module, participants will be able to:

- Define and describe constructive feedback.
- Identify opportunities to give constructive feedback on service issues.
- Recognize the challenges and benefits of giving constructive feedback.
- Evaluate their current level of effectiveness at giving constructive feedback.
- Demonstrate a set of key actions for giving constructive feedback to others.
- Demonstrate techniques for handling challenging responses during a feedback conversation.
- Conduct constructive feedback conversations with service providers that result in action toward improved service.

Typical Time Investment

Time commitment Varies. Please discuss with your certified AchieveGlobal facilitator, or the authorized Distribution Partner. (4 Hours)



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