

Providing Constructive Feedback™

Purpose

The purpose of this module is to help participants provide constructive feedback in a way that builds openness and mutual respect, and promotes problem solving and learning.

Process

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

- Key actions for providing constructive feedback
- Techniques for encouraging involvement
- Techniques for handling challenging responses
- Planning a feedback conversation
- Providing constructive feedback
- Action planning

Payoff

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

- Define and describe constructive feedback.
- Identify opportunities to provide constructive feedback in their work environment.
- Recognize the challenges and benefits of providing constructive feedback.
- Evaluate their current level of effectiveness at providing constructive feedback.
- Demonstrate a set of key actions for providing constructive feedback to others.
- Conduct constructive feedback conversations with others that result in improved performance.

Key Content

Key Actions for Providing Constructive Feedback

1. Convey your positive intent.
2. Describe specifically what you have observed.
3. State the impact of the behavior or action.
4. Ask the other person to respond.
5. Focus the discussion on solutions.



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Typical Time Investment

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

Authorized AchieveGlobal Distribution Partner:

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