

Delivering Feedback Effectively

No one consciously chooses to be a bad boss. Yet we've all had one of them. One of the biggest complaints we hear from front-line employees is that they don't know where they stand with their boss. **Delivering Feedback Effectively** can sometimes be tricky and is one of the most common "bad boss" symptoms. If done poorly, your employee will walk away from the feedback session confused and maybe even hurt. There's no guarantee that their behavior will change or that your relationship with them will improve. That's why it's so important to learn the basic principles of **Delivering Feedback Effectively**.

In this half-day program, managers will learn to plan and follow a very simple feedback conversation that is designed to target specific behaviors – eliminating unwanted behaviors and perpetuating positive ones. This conversation tells your employee: "It's not personal, it's business," and will help improve your relationship as a boss that cares about her direct reports.

PROGRAM OBJECTIVES:

- Understand how performance feedback helps achieve business goals
- Value feedback as a critical link in the organizational/individual performance circuit
- Determine your own personal feedback style
- Describe characteristics of effective feedback
- Practice/Demonstrate an effective feedback conversation
- Create a feedback plan to help improve or encourage performance characteristics of your direct reports

PROGRAM LENGTH:

Half day

TARGET AUDIENCE:

This program is designed for anyone who manages others and is responsible for delivering performance-related feedback.