But That's Not What I Meant: Getting What You Need From Others

Course Description: We often resist asking for meaningful feedback because we either don't know how or are afraid of what we will hear. In fact, feedback is often difficult -- if not impossible for some people to give. Unfortunately, without it, you're never sure exactly what someone meant or how they interpreted your messages. In this session numerous aspects related to giving and receiving effective feedback will be explored.

Learning Outcomes: At the end of this session and when applying concepts discussed and demonstrated, participants will be able to:

- Provide a variety of types of feedback
- Apply a model for providing effective feedback to others
- Use questioning techniques to determine if the message you intended was received
- Give appropriate feedback
- Address feedback to the appropriate person
- Techniques to use for soliciting and encouraging feedback

Learning Strategies: Small group discussion
Lecture
Brainstorming
Small group activities

Who Should Attend? All employees

Course Duration: One (1) Day

Audience Size: Twenty-four (24)

Prerequisites: None