



Giving and receiving feedback

Benefits to individuals: *Provide feedback in a clear and confident manner*

Value for organisations: *Achieve win – win solutions with a variety of personalities in a professional manner*

This one-day workshop will start with determining the expectations and current knowledge of the participants. The facilitator will introduce the participants to the Jerome Feedback Planner – a behavioral-based feedback tool to use in their workplace.

Is this Course right for you?

This course is designed to help

- Team Members / Leaders
- Coaches and Trainers
- Customer Service Personnel
- Managers

Once the course is completed you should be able to:

- Identify your Communication Style and your preferences in giving and receiving feedback
- Practice the use of the Feedback Planner (Jerome, 1994) in a safe environment
- Plan to use the Feedback Planner in their workplace in different situations
- Have the opportunity to develop an action plan to improve your communication

Course content:

- The different communication styles and individual may have and how these styles may impact on their relationship building and giving and receiving feedback
- The behavior-based Jerome Feedback Planner (1994) – a four step feedback process to affect positive change in behavior.
- Identifying individual **Communication Effectiveness Profile** and how this can be effective in the workplace
- The importance of active listening skills in giving and receiving feedback
- How to deal with different behaviors
- Working through real life case studies and practicing giving and receiving feedback
- Gaining confidence in the use of the Feedback Planner tool

How is the course conducted?

The course conducted as a 1 day workshop session held at MaST's Melbourne location. The workshop will be delivered in an interactive style that will optimize the individual participants' learning styles and the facilitator's communication style in a series of activities. These activities will include individual work, small group work, large group discussion and case studies.

Our workshop groups are limited to 12 participants (a minimum of 6 is required), to ensure opportunities for individual attention and an enhanced learning experience.

You will be provided with a comprehensive course manual and ongoing telephone support from the team at MaST.

Course Dates: 27 Aug & 29 Oct.

Price: \$475 + GST per participant

To book a **Giving and receiving feedback course**, or to arrange **in-house training**, please call the training team on **03 9520 2599**, or email us at mast@mastaaustralia.com.au to let us know how we can help you.