Government CAMPUS

Giving and Receiving Feedback

The act of giving feedback at work serves several valuable purposes. It can be used to show appreciation or gratitude and to improve an individual's self-belief, positivity, confidence and self-esteem. It can be a motivating force that encourages people to keep developing their skills and knowledge and a way of maintaining performance or further improving it.

Being able to provide feedback in a way that boosts motivation and performance is an important skill for managers at all levels. Being sufficiently open-minded to receive that feedback in the spirit it was intended is a valuable workplace characteristic for anyone.

Description

Used to give praise or to deliver a constructive challenge, feedback is an important source of workplace motivation or inspiration. However, when provided poorly, it's just as likely to leave the person receiving that feedback feeling stressed or apathetic. Well-delivered feedback builds and strengthens working relationships. Planning how best to do this is therefore a worthwhile investment of time and effort and requires a fair and balanced perspective, emotional intelligence and assertiveness.

Even then, not all feedback conversations go as planned, giving rise to defensiveness, denial or anger. It's important to be able to spot any early signs of this and to react accordingly. This course covers all these aspects of giving feedback while also looking at how best to receive feedback - by remaining open-minded and curious; by summarising and clarifying when feedback is given; and by maintaining a sense of perspective afterwards.

What does it involve?

This course demonstrates the subtle ways in which feedback can be made more compelling and productive. It features online learning and a 3 hour workshop which opens with an exploration of the different reasons for giving feedback. It will then introduce you to models that can be used to help structure feedback conversations, whether these are planned well in advance or conducted 'on the fly'.

You'll be encouraged to think about how someone's personality can affect how they receive feedback and how you could use this knowledge to help tailor your feedback delivery. As well as learning how to deliver feedback with confidence, you'll also look at how to cope with any negative reactions that your feedback might provoke.

What's the outcome?

Having completed this course, you'll understand the purpose and benefits of giving feedback and the importance of being open to receiving challenging feedback. With clear structures in place for doing so, you'll be able to provide constructive, developmental feedback that recognises achievements and improves performance. You'll also see the value in taking into account an individual's specific characteristics or personality traits when providing them with feedback.

Learning activities

- Online resources
- Online tutorial
- Workshop

Delivery method:

F2F   VLE

Estimated learning time:
4 hours 45 minutes

How to book

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