

TD CONSULTING GROUP's *Giving Effective Feedback* training program provides practical advice, effective tools, and proven techniques to help managers improve their coaching effectiveness. The emphasis is on application of skills via opportunities to practice giving both positive and constructive feedback to an employee in real on-the-job situations.

Learning Objectives: By the end of the session, participants will be able to:

- Describe the value of feedback in maintaining and improving employee performance.
- Provide positive and developmental feedback to staff.
- Utilize a 6-step feedback planner to improve employee performance through feedback.
- Apply the steps for conducting a feedback discussion to your own on-the-job situations.

WHY GIVE FEEDBACK?

Through use of a video or lecturette, participants explore the consequences of not providing feedback and the value of creating a “feedback-rich” work environment.

POSITIVE FEEDBACK: GIVING CREDIT

Participants learn the four fundamental elements of “giving credit,” write a credit on something an employee actually accomplished, and practice giving credit. Via an observer, participants receive feedback and suggestions.

CONSTRUCTIVE FEEDBACK

Participants learn the three factors to consider in giving constructive feedback. *The Feedback Planner* tool is introduced to help managers prepare to give constructive feedback. Participants utilize the tool to prepare to give constructive feedback on a real on-the-job example. Working in groups of three, participants practice giving constructive feedback and rotate the roles of manager, employee, and observer.