



Elevating Feedback™

Organizational leaders recognize the value of providing feedback. Research shows that employees want to receive feedback. So, why is it the most avoided managerial behavior? Simply put, leaders lack the courage and skills to provide effective feedback to their colleagues.

Providing feedback—both reinforcing and redirecting—is a proven vehicle for better performance management, employee engagement, and employee commitment; all of which have a direct impact on organizational results. When delivered with skill, feedback is a powerful tool for organizations and employees.

KEY LEARNINGS

Elevating Feedback is a half-day workshop that gives employees at all levels of the organization the skills to improve the feedback experience. Prior to the workshop, participants will take the Feedback Preferences Survey designed to capture their propensity on several dimensions assessing giving and receiving feedback. During the workshop, a Zenger Folkman or certified client facilitator will help each participant to:

- Identify the personal and business benefits of providing effective feedback
- Understand why providing feedback is so hard
- Reflect on how preference and behavior impact the ability to give and receive feedback
- Use best practices for providing meaningful reinforcing feedback
- Use the FUEL model as a framework for providing redirecting feedback
- Create a personal feedback action plan

Workshop participants will be trained in feedback skills and will create a personal development plan. They will leave the workshop prepared to have more effective feedback conversations.

AUDIENCE

This program is designed for employees at every level of the organization.

MATERIALS

As a participant, you will receive:

- *Elevating Feedback* Feedback Preferences Survey
- *Elevating Feedback* Participant Manual
- *Elevating Feedback* Quick Guide

FORMAT

This is a half-day interactive, instructor-led, skills training experience. It utilizes proven behavioral modeling methodology and video vignettes.

“Silence becomes cowardice when occasion demands speaking out and acting accordingly.”

— Mahatma Gandhi