



How to give Effective Feedback

Course Outline



Your business outcomes are our priority. Proving impact in real time.

Aim

To assist leaders in the art of effective feedback, thereby ensuring maximum gain from team input and empowering leadership practices. The workshop provides tools and frameworks to use assisting the leader and team to increase productivity through feedback and engagement.

What Others Had to Say About this Course...

"I really dislike giving feedback especially when it is negative! This workshop is exactly what I need!"

Who Should Attend this Course?

This course will benefit emerging Supervisors and Managers, as well as those with a resistance to feedback.

Outcome

At the end of this workshop the learners will have the basic knowledge enabling them to set goals and standards, empower other staff, grow in their own positions, and recognise the value of a team.

SAQA US ID	NQF LEVEL	CREDITS	US TITLE
242817	4	8	Solve problems, make decisions and implement solutions

The unit standards above are an indication of the content of the workshop. Our workshop theories are designed to include the outcomes recommended by SAQA US IDs.

Duration: 1-Day

Content

Topic	Details
What is Feedback?	• Feedback is where you find it. • Categorising formal and informal feedback • Current best practices on feedback modules
Understanding the impact of timing on Feedback	• The impact of timeous feedback • Recognising why we are giving feedback
Feedback needs to be Bidirectional	• Understanding the power of timeous feedback being bidirectional • Empowering your team to give you feedback through correct delegation • Creating a culture of welcoming feedback
Our Personal Resistance to Feedback	• When feedback is negative and how to avoid this • The time formal feedback takes and why we resist it • Tools to use to encourage the embracing of formal feedback • Using feedback to effect behaviour change • Using the technology at our disposal
Communication Tips for Feedback	• Using assertiveness tools to give good feedback and maximise results • Empowering your team to give good feedback to leaders and colleagues

Optional Purchases

When ROI and Implementation Matter

At Staff Training, we understand that each individual and/or organisation has unique needs and goals. We have developed a range of valuable, but optional purchases to maximise your training outcomes:

SETA Accredited Training Options

Most of our workshops are aligned with SETA Accredited unit standards, or you can opt for the fully accredited version of your workshop choice. This includes a certificate of competence when successfully completed. All other certificates are certificates of attendance.

The Afterburner

Afterburners are additions to selected workshops. These continued learning courses include a re-cap of material covered during the workshop and continue to expand on both knowledge and skills development for the workplace.

Skills Check

Skills Checks are extremely useful in the measurement of ROI of soft skills training. This tool is structured to help the learner improve on the implementation of new skills through a goal-driven process of accountability and reflection.

LevelUp Coaching

A 2-hour, one-on-one coaching option for those who would like to address and build on the knowledge they gained during training. Converting theory into practice under the tutelage of an experienced coach.

PowerPath Coaching

A powerful investment into your future leaders. One-on-one leadership coaching with the globally acclaimed Enneagram as the self-mastery tool.

Staff Training is an accredited IEQ9 Provider. Our Enneagram offerings include a SETA Accredited version of a leadership development workshop as well as an emotional intelligence and Enneagram combination. You can also explore our specialist hybrid offerings of workshops and coaching below.

[Enneagram Group Coaching Journey](#)

[Enneagram: Insight to Action](#)