



AT A GLANCE:

M THE ART OF FEEDBACK



WHAT'S THIS THEME ABOUT?

“Feedback is the breakfast of champions.”
 – Ken Blanchard

If we want to improve and be the best at something, then we might need to learn a lot of tough lessons along the way and most often, these lessons come in the form of feedback.

Most of us, however, seem to avoid giving or receiving feedback whether it's positive or negative. It's easier to live in our comfort zones. The results, however, only hold us back and deny us opportunities to be better than we are now. Feedback that we give or receive may cause some temporary 'pain' but will result in greater advantage and performance at the highest possible level – both as individuals and as a team.

WHY IS THIS IMPORTANT?

Good communication is one of the most important, if not **the** most important skill in the workplace. Whilst more and more people rely on electronic media, not all of the information we need is found online or in our company databases. Effective **personal** communication is more important than ever as teams become more diverse and employees learn to work across functions and across boundaries. And one of the most important communication skills is the ability to give and receive effective feedback. It is also the most challenging as no amount of technology can diminish the anxiety that one can feel when faced with a feedback session.

If done well however, giving feedback can be the catalyst to peak performance. A good feedback session is an uplifting and motivating experience for both the giver and the receiver.

This Management Matters theme develops the key skills of giving and receiving feedback. So let's enjoy the breakfast of champions and see ourselves, our team and our organisation become better everyday.

IDEAL OUTCOMES

The Art of Feedback is about our management team knowing:

- The importance and power of feedback
- How our social styles can affect feedback
- How to structure effective feedback
- How to give and receive both positive and developmental feedback.

The Art of Feedback is about our management team being able to:

- Plan and prepare feedback discussions
- Select the most effective tool for giving useful feedback
- Practice delivering and responding to feedback
- Plan to improve our skills in giving feedback.

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