

# Organising effective feedback, practical workshop a real motivation driver

Hands-on course of 1 day - 7h

Ref.: FBC - Price 2024: CHF890 (excl. taxes)

Feedback is a useful lever for any manager seeking to develop his or her employees. It is a powerful communication tool. This day is mostly focused on experimentation, along with some operational methodological insights to promote effective daily feedback.

## EDUCATIONAL OBJECTIVES

At the end of the training, the trainee will be able to:

- Integrate the objectives and benefits of feedback
- Know the conditions and procedures for successful and effective feedback
- Practice and develop positive and constructive critical feedback
- Take into account the reactions of your contacts

## TEACHING METHODS

Scenarios, role play, participant case studies, group and subgroup brainstorming.

## THE PROGRAMME

last updated: 01/2023

### 1) Clarifying the purpose and objectives of feedback

- Specify what feedback is and what it is not.
- Identify the need for positive and critical feedback for each player.
- Integrate the feedback loop: intention-action-effect.
- Discover the three objectives of feedback.

*Group discussion* : Development in sub-groups: focus on the usefulness of feedback for all players.

### 2) Giving and receive supportive or positive feedback.

- Identify appropriate contexts for giving feedback.
- Be aware of the importance of signs of recognition.
- Key elements to take into account for constructive feedback: timing, form, message components.
- Understand the impact of factual elements.
- Respond to positive feedback, know how to receive it.

*Role-playing* : Building positive feedback messages based on real situations and simulations. Trainer input.

### 3) Identifying emotions in feedback

- Know the three main styles of communication.
- Accept the place and usefulness of emotions in feedback.
- Identify situations in which feedback should be put back in time.
- Identify your emotions.
- Accommodate your own emotions and those of others.

*Role-playing* : Individual reflection: identify your emotions and their impact.

### 4) Giving critical and constructive feedback

- Clarify your message and be factual.

## PARTICIPANTS

Managers or anyone wishing to provide positive and constructive critical feedback.

## PREREQUISITES

None.

## TRAINER QUALIFICATIONS

The experts leading the training are specialists in the covered subjects. They have been approved by our instructional teams for both their professional knowledge and their teaching ability, for each course they teach. They have at least five to ten years of experience in their field and hold (or have held) decision-making positions in companies.

## ASSESSMENT TERMS

The trainer evaluates each participant's academic progress throughout the training using multiple choice, scenarios, hands-on work and more. Participants also complete a placement test before and after the course to measure the skills they've developed.

## TEACHING AIDS AND TECHNICAL RESOURCES

- The main teaching aids and instructional methods used in the training are audiovisual aids, documentation and course material, hands-on application exercises and corrected exercises for practical training courses, case studies and coverage of real cases for training seminars.
- At the end of each course or seminar, ORSYS provides participants with a course evaluation questionnaire that is analysed by our instructional teams.
- A check-in sheet for each half-day of attendance is provided at the end of the training, along with a course completion certificate if the trainee attended the entire session.

## TERMS AND DEADLINES

Registration must be completed 24 hours before the start of the training.

## ACCESSIBILITY FOR PEOPLE WITH DISABILITIES

Do you need special accessibility accommodations? Contact Mrs. Fosse, Disability Manager, at psh-accueil@ORSYS.fr to review your request and its feasibility.

- Welcome reactions with assertiveness.
- Proceed in two steps to establish trust and acceptance.
- Contractualise effectively.
- Establish your personal action plan: commit to actions for integrating feedback on a daily basis.

*Role-playing* : In sub-groups: build feedback messages based on real situations and simulations. Feedback from observers on role-playing situations. Trainer input.

## DATES

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### REMOTE CLASS

2024 : 12 Jul, 25 Nov