

2020 readiness toolkit



The Art and Science of Feedback©

Online program

The program helps participants gain a better understanding of how feedback is delivered and received. It equips them with the necessary tools for giving and receiving feedback and helps them develop a personal action plan on improving these skills, adapted to the new context.

Objectives

- Understand the importance of feedback
- Identify effective ways of emotional management
- Improve the skill of giving and integrating feedback
- Practice tools for giving feedback

The solution proposed – Agile Online Course©

A 6-hour online workshop designed to help participants increase their awareness of cultural and educational barriers to giving and receiving feedback and understand the importance of effective feedback. Via exercises facilitated discussions, participants practice ways of providing and receiving feedback that are relevant to the new context, as well as long-term. Managers, project members, managers and organizations.

Agenda

- **Module 1: What is feedback?**

Feedback objectives; enabling versus disabling change in behavior, structural tension

- **Module 2: Reflections on communication**

Emotional versus rational; from blaming to feedback; test: how do you receive feedback?; cultural barriers, active listening, practice

- **Module 3: Quick feedback**

The dissociation between person and problem; the GROW Model – feedback that works

- **Module 4: Barriers to feedback**

Feedback in difficult situations; Difficult behaviors and how to manage them

- **A drop for your bucket**

A good opportunity for practicing feedback. Participants will be able to send each other positive feedback on an online platform.

Logistic details

Duration: **6-hour workshop, split in 2-hour sessions** (the first two sessions take place on consecutive days, the third is a follow up, two weeks after)

Number of participants: **6-12**

Facilitated by 2 trainers for increased interactivity and better virtual group management

Technology:

- Zoom – easy to use, interactive, visual; breaking rooms for group work, chat
- Mentimeter – for brainstorming and polling
- Facebook closed group – for follow-up



Do you have questions about us?
Looking for solutions for your organization?

3A Caloian Județu Street,
3rd District, 031111,
Bucharest

e-mail: interact@i-interact.ro
phone: +40 722 525 505