



The Art and Science of Feedback©

Online programme

The programme 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.

The solution proposed – The Art and Science of Feedback©

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 organisations.

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

Agenda

Module 1 - What is feedback?

Feedback objectives; enabling versus disabling change in behaviour, 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 behaviours 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 organisation?

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