

ACCELERATING GROWTH

fluency

Giving and Receiving Feedback



What this is about

This workshop explores why giving and receiving feedback is so difficult yet so vital, and it hones our skills in doing both. Feedback conversations are one of the most difficult ones to have. People don't give feedback well, and on the flipside, often don't receive it well.

Learning the truth about ourselves can be simultaneously invigorating and painful. Feedback is essential information that can help us learn and grow. Receiving and giving feedback can strengthen us, provide insights, and increase our self-awareness. It also makes us better leaders. Every feedback conversation, no matter how challenging, has the potential to be rewarding and worthwhile when we view feedback as a gift.

Where we journey

- What feedback is and why it is so hard to give and receive.
- The feedback mindset – the benefits of giving and receiving.
- Understanding why the receiver is in charge and how to receive important feedback.
- Types of feedback, including appreciation.
- The role of the leader in creating a culture of feedback.

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What we learn together

By the end of this workshop learners will be able to:

- Understand what makes receiving and giving feedback conversations difficult and beneficial.
- Develop the ability to extract value from feedback and apply it to your learning.
- Develop the skills to give appreciation and difficult feedback using models to prepare.
- Identify the elements and behaviours required to create a culture of feedback in your organization

Who is this for?

- For current and emerging leaders who want to improve their ability to receive, give, and encourage feedback so they can better develop people, clear obstacles, and improve performance and results.
- For high-performing teams who want to make ongoing feedback part of their team culture.

How we learn

- Delivered in-person or online.
- Duration: Scalable from 2 to 4 hours.
- Facilitated by experienced leaders and trainers who are International Coaching Federation (ICF) certified coaches.
- Interactive and participative. We use real-play, not role-play, and lean into inquiry, discussion, demonstration and practice to integrate and embed the learning.

Related Workshop

As a follow-on to this workshop, we offer a workshop that delves deeper into the topic of giving difficult feedback:

- **Courageous Conversations:** One of the hardest parts of leadership is having courageous conversations. This workshop examines what stops us from having these important feedback conversations and provides a framework to have them with confidence.

What's Next

Take action. To learn more or book this workshop reach out to us at hello@fluencyleadership.com.