

Giving the right kind of
feedback at the right time
moves things forward in
a positive way

—Ken Blanchard



GIVING FEEDBACK

A critical tool for helping others develop

Feedback is a gift and should be received as one, but so often attempts to provide feedback result in tension and conflict rather than self-reflection and growth. Providing constructive feedback to others without damaging the relationship is a powerful skill. When we're able to help others learn something about themselves or the impact they are having on others that helps create improved performance and better relationships, we have done a real service.

Providing good feedback does not occur naturally or by default. To provide effective feedback, we must develop and cultivate very specific conversational skills—the type of skills provided in the Giving Feedback program. This course focuses on giving feedback, a critical skill in coaching and developing others. Leaders know that “Feedback is a gift!” No world-class performers could ever develop their talents without meaningful feedback on their performance.

Blanchard's Giving Feedback model is unique in that it uses a behavioral approach to teach participants how to deliver four specific types of feedback. The focus is on how leaders stay in touch with the performance of the people they are leading so they can provide information that will help the people improve their performance.

LEARNING OUTCOMES

- Pure Feedback on What. This is nonjudgmental, descriptive feedback that provides objective information about results or outcomes
- Pure Feedback on How. This is nonjudgmental, descriptive feedback that provides objective information about the activities or the way in which results are obtained
- Personalized Feedback—Praise. This is judgmental feedback (positive) designed to encourage desired behavior in the future
- Personalized Feedback—Disapproval. This is judgmental feedback (negative) designed to extinguish undesired behavior



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PROGRAM FORMAT

Giving Feedback offers a situational focus that helps leaders identify exactly the type of feedback that is most appropriate for the situation. Using an exclusive Feedback Decision Tree, leaders determine whether a person is intrinsically or extrinsically motivated toward accomplishing a goal, and which type of feedback will develop competence and internal commitment.

The result is a comprehensive approach that teaches leaders how to deliver feedback in a way that improves performance, promotes trust and confidence, and increases productivity throughout an organization.

LEARNING OUTCOMES

- Increased employee motivation and engagement, and belief that the organization cares
- Organization-wide understanding of how providing effective feedback develops others
- Increased competence, motivation, and confidence in relation to the organization's outcomes
- Improved trust and respect between leaders and the people they lead
- Increased understanding for how effective feedback varies across the four styles of Situational Leadership® II
- Inspired employees who provide better customer service, thus driving customer loyalty

Developing the skill of providing feedback is essential for people who are improving their skills as leaders and helping others build their competence, motivation, and confidence. The best way to rapidly develop associates' and employees' skills is to give them feedback on their performance and to set up systems that allow them to see for themselves how much progress they are making.

WHO SHOULD ATTEND?

Individuals in a supervisory or managerial role

All employees within the organization

Contact me at

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331.551.8686 to Get Started

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