



# FEEDBACK MANAGEMENT

Feedback Management workshops don't often appear on a Training Needs Analysis, yet feedback is critical for understanding what's working well and what needs improvement within a workplace. Many Australians tend to shy away from honest feedback conversations, despite the important role feedback plays in communication and accountability.

This course will provide participants with the necessary knowledge and tools to effectively manage feedback. Participants will explore ways to handle both positive and constructive feedback professionally, practice strategies for difficult conversations, and develop techniques to disagree respectfully. Upon completion, participants will have greater confidence to manage feedback in a manner that strengthens workplace relationships and communication.

## KEY COURSE CONTENT

- Understand the importance of effective feedback management
- Develop techniques to give and receive honest feedback
- Learn how to give constructive, actionable feedback
- Identify methods for improving communication within an organisation
- Planning courageous conversations
- Utilise strategies for managing employee morale and performance through feedback
- Develop strategies to help employees apply feedback and implement changes
- Analyse how feedback is provided using different communication methods
- Discuss best practices for effectively incorporating feedback into daily operations
- Explore ways to measure the effectiveness of feedback management systems



### Target Audience

Leaders, managers, team leaders, and employees



### Duration

Available as a full-day or half-day course



### Delivery

Available in-person at your organisation/venue, or virtual



### Group Size

Recommended 4 to 10 participants



### Takeaways & Resources

Participants receive a certificate of completion (including Continuous Professional Development hours) and opt for a free follow-up refresher course with the original trainer

## GET A QUICK QUOTE

Let us know if you'd like a free, no-obligation quote for your organisation

