

Building a Feedback Rich Culture

Course Outline

Learning Outcomes

On completion of this workshop, participants will be able to...

- Describe a feedback rich culture and why this is important
- Describe some of the factors that contribute to building a feedback rich culture
- Provide more effective feedback
- Be a better receiver of feedback
- Understand how feedforward works and how to use it



This workshop can be run with an intact team with client specific scenarios

Pre-work : Identify something you would like to improve where the change would make a positive, significant difference in your life - e.g. I would like to be a better listener. It can be personal or work-related.

Workshop Outline

1. A Feedback-Rich Culture

- What is a feedback culture and why it is important?
- Tips for building a feedback rich culture

2. Providing Effective Feedback

- Our experiences with feedback
- Intentions and Principles for effective feedback
- Using the TIPS process to help with giving more effective feedback
- Other things we need to be mindful of when providing different types of feedback to others

3. Being on the Receiving end of Feedback

- How feedback can hit our 'buttons' (knowing our tendencies)
- Tips for being a better receiver of feedback

4. Feedforward

- What is feedforward?
- Applying the concept of feedforward (refer to pre-work)
- Using feedforward to explore ways we can better help our team in the future
- How to bring feedforward into our every day practice
- Blending TIPS and feedforward

4
hours