Feedback Fundamentals

Learning Objectives

- Recognize and take advantage of opportunities to gather feedback and enhance your performance.
- Control the amount and quality of the feedback you receive.
- Become more successful by seeking and receiving feedback more effectively.
- Help coworkers become more successful by providing them with specific feedback that meets their practical and personal needs.

Course Description

Feedback isn't criticism! Once people understand that feedback is valuable, usable information, real performance improvement begins. Feedback Fundamentals helps employees use feedback to enhance their job performance and ensure their success. The course emphasizes seeing feedback as objective information about performance that can help them improve the way they work.

The Feedback Process

Resources (for learner)

- Tips for Acquiring Feedback
- Tips for Making Feedback Specific
- Tips for Meeting Personal Needs
- Feedback Planner
- Tips for Acting on Feedback
- Evaluating Feedback
- Learning Lab

Feedback What and Why

Effective positive feedback includes:
- What was said or done.
- Why it was effective.

Effective developmental feedback includes:
- What was said or done.
- Why it was ineffective.
- What could be said or done in the future that would be more effective.
- Why it would be more effective.

Resources (for managers of learners)

- Learning Lab Coaching Guide