Giving and Receiving Feedback

Welcome to
Giving & Receiving Feedback
This simulation will help you practice your feedback skills at work by giving feedback effectively and receiving feedback openly. In this simulation, you are Cami, a sales supervisor at SpiceBoxx.
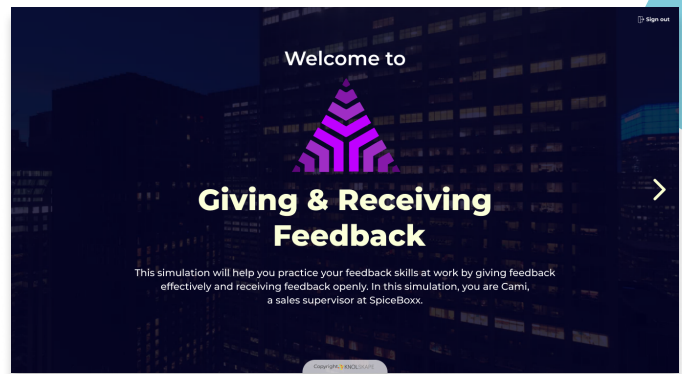
Leaders often find feedback exchange challenging due to various reasons, such as fear of disrupting the relationship, lack of impact after giving feedback, power dynamics, and fear of criticism while receiving feedback. To overcome these challenges, it's necessary to have a safe environment for practicing and encouraging the art of giving and receiving feedback. This simulation-based course allows the learners to test and polish their feedback skills using an effective, time-tested framework.

Empowering Leaders with Feedback

Feedback is crucial for the growth and success of any organization. This course puts your organization's leaders in the driver's seat, where they can test and polish their skills of giving feedback effectively and receiving feedback openly to boost performance and productivity.

Key Takeaways

- Enhance the ability to give feedback effectively
- Learn to receive feedback openly
- Build an environment that fosters psychological safety.
- Apply learning in a simulated environment

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The feedback exchange in the simulation happens up, down, and across the hierarchy. This simulation enables participants to learn the skills of effective feedback exchange. As the leader of a team with goals to achieve, the learner needs to deliver feedback effectively and receive feedback openly.

Course Outline

- Relationship between effective feedback and positive impact
- Reasons for feedback failure
- Processes/methods for giving feedback
- Role of timeliness for giving feedback
- Conducive environment and psychological safety
- Importance of Intent
- Different styles of giving feedback
- SOEUR model of giving feedback
- LCC model of receiving feedback
- Simulation Play
- Debrief

Competencies Covered

- Candor
- Constructive Communication
- Active Listening and Inquiry
- Openness

Learning Format

VILT
(WEB BASED)