

COURSE TITLE:

Giving & Receiving Feedback

The art and science of giving and receiving impactful feedback so you and your teams can grow and level up together



DESCRIPTION

For many, feedback is a terrifying prospect, be it giving it to an employee or receiving it from a boss. We break down the brain science behind why feedback ignites our fight or flight and provide tools, tips, and perspective shifts ensure future feedback conversations are productive, enlightening, invigorating, and customized to the unique needs of the individual. Participants engage in fun breakout activities, small group conversations, and simulated feedback exercises to better strengthen their foundation for feedback.

OBJECTIVES



90 MINUTES | VIRTUAL OR LIVE



LEARN

Learn to better understand your audience so your feedback is tailored, thoughtful, actionable, and empathy-driven



REFRAME

Begin to see feedback as a reward instead of a threat



SCALE

Break out of the "one size fits all" style of feedback that leaves most people cold



MESSAGE

Understand the brain science behind how humans react to perceived criticism & learn to craft a message that excites instead of ejects a person from the conversation

THE FLOW

INTRODUCTION & CONTEXT

Our goal is to give you insight & tactics for connecting faster and turning objections into an opportunity to build trust

5 MIN

WARM UP:

A group activity to create a sense of playfulness, experimentation, and risk-taking

5 MIN

UNDERSTANDING YOUR AUDIENCE

What you need to know before you deliver feedback

15 MIN

THREAT VS REWARD

How the brain perceives feedback (and what to do about it!)

10 MIN

FEEDBACK BASICS

Making feedback:
> actionable
> conversational
> tailored to the individual

15 MIN

CONVERSATIONAL AWARENESS

Know when to adjust tactics, know when to listen, know when to ask questions

20 MIN

PRACTICE!

Simulated conversations with unexpected curveballs to practice agility in real time

10 MIN

CLOSE & REFLECT

Participants identify at least one element of the workshop they can incorporate into their work

10 MIN

- **Realtime Feedback Bootcamp:** Give your team more practice reps, get a closer look at individual comfort zones, and receive tailored feedback.
- **Mastering the Story:** Unlock the power of story to excite and ignite your audience and ensure your message is truly memorable.
- **Read the Room and Pivot:** The art and science of reading cues, being focused on others' needs instead of your agenda, and being artfully agile in important conversations so you can build better relationships.

EXPAND IT