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Training program:

Effective Feedback

Info:

Name:	**Effective Feedback**
Code:	**Soft-practices-feedback**
Category:	Soft Skills
Target audience:	hr admins developers testers management architects po devops sm
Duration:	1 day
Format:	30% lecture / 70% workshop

Feedback is a key requirement for effective skill development. While many people are hesitant to offer feedback, either for lack of conviction in it's value, or for fear of how their feedback will be received, it is key to point out that learning and growth simply cannot happen without feedback.

Unless we know what can be corrected and improved upon, we cannot grow. However, at the same time, feedback can be hard to accept. While our brains need feedback, emotionally we tend to find it unpleasant. After all, it is a suggestion of our failings, and few people enjoy feeling as if they have failed. Furthermore, socially, we have been taught to save our face, and feedback can be something that causes us to loose our face.

Fortunately, while there is no perfect feedback mechanism, there are several tools for delivering feedback in ways which help the receiver keep their face and still accept the offered suggestions.

Areas of implementation:

- improving team communication
- implementing procedures for effective feedback
- improving skill growth
- making the company into a more supportive work environment

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1. Delivering effective feedback

1.1. Differences between beginners and experts

1.2. The Dreyfus Brothers Model of Skill Acquisition

2. Barriers to feedback

2.1. Why is feedback not accepted?

2.2. Building a safe space for feedback

3. Inference steps in feedback

4. Interpretation problems

5. Feedback as an attack – the transactional analysis perspective

6. Models for delivering feedback

6.1. NVC/ "I message"

6.2. Negative feedback – the FRCE model

6.3. Mixed feedback (SPINES Model)

6.4. Explanatory Feedback vs Corrective Feedback

6.5. Face-saving feedback

7. Emotional aspects of giving feedback

8. How to deal with receiving ineffective feedback?