

effective feedback

course description

The ability to give and receive efficient feedback is a critical skill for people at all levels in an organisation and is an activity we should engage in on a daily basis.

It is often thought of as something to be provided by the manager to his team members. In fact, the potential benefits of effective feedback can be seen when applied between employees at all levels in the business. Used properly, it ensures that both parties have a clear understanding of each others' expectations and performance.

This course is designed to show participants the importance of feedback and how it can be delivered convincingly.

learning objectives

By the end of the course, participants will:

- Have a clear understanding of the value and purpose of both positive and negative feedback
- Learn techniques for giving convincing feedback
- Have seen the critical guidelines about giving constructive feedback
- Understand the mindset needed to fully benefit from received feedback
- Be able to use feedback to improve the performance of team members
- Learn how to support the performance of peers and colleagues
- Understand how to use feedback to improve working relationship with direct managers
- Apply the techniques through exercises

target audience

All staff

duration

Half day for up to 12 participants

REGISTRATION FORM

Form to be completed by training department / line manager

**Effective Feedback
17 September 2010**

I, undersigned

Name	
First name	
Company	
Position	
Telephone	
Fax	
Email	
Billing address	

register the following person/people for the above-mentioned training course :

	Name	First name	Position
Mr / Mrs / Ms			
Mr / Mrs / Ms			
Mr / Mrs / Ms			
Mr / Mrs / Ms			
Mr / Mrs / Ms			
Mr / Mrs / Ms			
Mr / Mrs / Ms			
Mr / Mrs / Ms			

I have read and accept the following terms and conditions

Date and signature

Please return this form by fax to +352 22.55.99.99 or +352 22.06.39

Terms and conditions

Fees

The rate for the training course is 400 Euro per person per day. The fee includes all supporting material, lunch and refreshments.

Payment

The course fee must be paid in full on receipt of invoice. An invoice will be dispatched after completion of training.

Cancellation policy

Courses that have been booked may be cancelled up to 10 business days before the scheduled date. If the course is cancelled after that time, it will be subject to a cancellation fee of 50% of the fees due up to 5 business days before the scheduled date and 100% after that time.

fast training reserves the right to delay or cancel training course at any time without liability. In these circumstances, participants will be offered an alternative date.

Contact

For further information, please contact your Coordination Manager:

Telephone: +352 22.55.99.1

Fax: +352 22.55.99.99

Email: info@fasttraining.eu