







FeedBack!

Practical, enjoyable approach to giving and receiving feedback. Raises issues such as listening, assuming and criticising.

-  **2 hours + debrief**
-  **10-24** (2 or 4 teams of 5-6 per team)
-  **For staff at any level**
-  **No computer required**
-  **450** (digital copy) ex VAT



FeedBack!

We need feedback from others - that's how we improve

Pack contents



Learning objectives

- techniques on how to give and receive feedback
- to use non-judgemental language
- to see it as a two-way process
- to give feedback neutrally and with confidence
- the basics of acting as a coach and mentor
- how to receive feedback in a positive light

About the activity

Feedback is an integral part of performance management. Examine both giving and receiving feedback in this interactive approach to understanding what feedback is all about. Participants tend to be nervous at the start but quickly relax.

The activity has two stages. First, 'discussion' teams sit around tables and deal with a short 20 minute discussion task. Other teams - the observers - sit around the discussion team and record performance using Observer Forms and a set of competencies. Typical ones are summarising, clarifying, questioning, supporting.

The discussion teams then review performance and observers discuss what they witnessed. Participants then pair up, one from each team to give & receive feedback. The roles are reversed in a second stage (but with a twist)! Participants quickly gain confidence and learn the basics of coaching - and find out a bit more about themselves!

Five-year repeat use licence

This Northgate training activity comes with a five-year licence for repeat use with up to 24 participants. A licence is required for each site (or remote hub). To use with larger groups or for multiple site licences please contact us for a quote.

Pack contents

All components supplied digitally

- Trainer's Notes
- Trainer's PowerPoint
- Team A: Introductory Brief
- Team A: Set of Meetings Briefs
- Team A: (optional) Your Role Cards
- Team A: Meeting Review Form
- Team A: Feedback Review Form
- Team B: Observer's Brief
- Team B: Observer's Form
- Team B: Feedback Review Form

Ideally suited to

Any course including giving and receiving feedback, including coaching and 'managing staff' sessions.

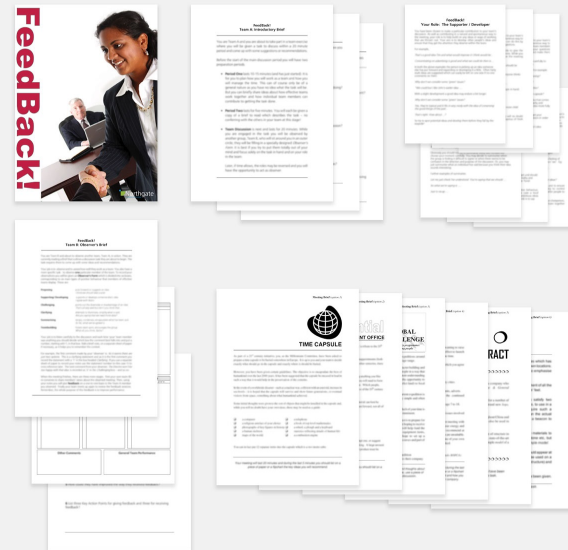
FeedBack!

FACTSHEET

Customer reviews

“ A *good exercise* to confirm knowledge and understanding. Used in the context of team/individual training on giving and receiving feedback, with potential junior offices in two syndicates of five. The best learning points were: the *importance of listening*, forming opinions, and accepting criticism without becoming defensive.
Anon, Emergency Services Training Centre

“ Great for *assessing* and *developing* team roles. We use this on virtually all our management development courses. Participants dread having to give feedback and then are *really pleased* with themselves when they succeed.
Anon, Consultant



Trainer's role (full guidance supplied in Trainer's notes)


- Divide participants into teams and brief the Team Members (who will take part in the discussion activity).
- Brief the Observing Team and issue them with special handouts.
- Position the Observers around the first team's table and issue Briefs to the Team Members so they can begin the task.
- Stop the team after 20 minutes.
- Allow both teams to discuss what happened and check on what the Observers witnessed.
- Pair up one Observer with one Team Member and allow them 15 minutes to conduct a feedback session.
- Reverse the roles.
- After this second stage conduct a Debrief bringing out all the key points and consolidating the lessons.

Northgate says...

Generally participants are nervous about this course worrying about either having to give feedback or to be on the receiving end. But once they have experienced it, they love it, are full of confidence and want more!

Ordering is easy!

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If you are not 100% happy we offer a 30-day no-quibble returns service on unused goods.



Northgate customers

