



*PO Box 5307 Wellington
Ph +64 4 471 0845
Fax +64 4 471 2182
Email info@communicate.co.nz
www.communicate.co.nz*

Feedback skills:

Giving and receiving feedback

People who are good at handling feedback create a dynamic forum in which people can share ideas. Effective feedback leads to more positive results and makes the most constructive use of team dynamics.

Challenges and pluses

- The problems and pitfalls of feedback
- Simple principles to apply to any situation

Getting ready

- Planning leads to success
- Common dangers and how to avoid them

Giving the negative feedback

- Setting goals for the discussion
- Getting your message across – a really great structure to use
- Handy extra tips
- Practice on real examples

Receiving feedback

- How to listen to their point of view
- Handling criticism of you – even though we know you're perfect!
- Practice handling their reactions

Harnessing the power of positive feedback