



## Providing High Performance Feedback

*Duration: 1 day*

### Course Overview

Welcome to the "Providing High Performance Feedback" training program! This comprehensive one-day workshop is designed to equip participants with the skills and techniques to deliver constructive and impactful feedback that drives high performance and professional growth. Effective feedback is essential in fostering a culture of continuous improvement and supporting individuals to reach their full potential.

In this training, you will learn the principles of delivering feedback effectively, methods to provide specific and actionable feedback, and strategies to handle challenging feedback situations. By the end of this program, you will have the confidence and capability to provide high-performance feedback that inspires positive change and drives results.

Whether you are a manager, team leader, supervisor, or anyone involved in evaluating performance and providing feedback, this program will empower you to become a skilled feedback provider, fostering a high-performance culture in your organisation.

Join us for an interactive and transformative learning experience that will elevate your feedback-giving skills and enable you to make a lasting impact on the performance and development of your team members.

### Who should attend?

This program is suitable for professionals from all industries and roles who are involved in evaluating performance and providing feedback. Whether you are a manager, team leader, supervisor, human resources professional, or individual contributor responsible for providing feedback, this training will benefit you if you aim to become an effective feedback provider and drive high performance within your team or organisation.

### Context

In this training, you will learn the principles of delivering feedback effectively, methods to provide specific and actionable feedback, and strategies to handle challenging feedback situations.

### How certification is earned

Upon successful completion of this course, you will be awarded a certificate of attendance from Expleo Academy.

### Prerequisites & pre-reading guidelines

There are no specific prerequisites for this course.

### Related courses

Attendees may also be subsequently interested in

- Developing Productive Conversations and Deep Listening

### Course Objectives

On completion of this training, attendees will be able to:

- Understand the Importance of High-Performance Feedback:
  - Define the significance of constructive feedback in enhancing performance and development.
  - Recognise the benefits of a feedback-driven culture in achieving organisational goals.
- Develop Effective Feedback Delivery Techniques:
  - Apply the SBI (Situation-Behaviour-Impact) model to structure feedback conversations.
  - Utilise active listening and empathy to enhance feedback effectiveness.
- Provide Specific and Actionable Feedback:
  - Deliver feedback that is specific, clear, and actionable.
  - Assist individuals in creating actionable plans for improvement.
- Handle Challenging Feedback Situations:
  - Manage emotional responses and defensiveness during feedback conversations.
  - Apply strategies to address resistance and facilitate open communication.
- Foster a Culture of Continuous Improvement:
  - Cultivate an environment that encourages regular and constructive feedback.
  - Demonstrate the value of feedback in driving individual and team growth.
- Implement Feedback Best Practices:
  - Incorporate ongoing feedback practices into performance management systems.
  - Encourage a culture of peer-to-peer feedback for continuous learning.

## Course Outline

### Introduction to Providing High Performance Feedback

- Understanding the importance of constructive feedback in enhancing performance and development
- Recognising the benefits of a feedback-driven culture in achieving organisational goals

### Developing Effective Feedback Delivery Techniques

- Applying the SBI (Situation-Behaviour-Impact) model to structure feedback conversations
- Utilising active listening and empathy to enhance feedback effectiveness

### Providing Specific and Actionable Feedback

- Delivering feedback that is specific, clear, and actionable
- Assisting individuals in creating actionable plans for improvement

### Handling Challenging Feedback Situations

- Managing emotional responses and defensiveness during feedback conversations
- Applying strategies to address resistance and facilitate open communication

### Fostering a Culture of Continuous Improvement

- Cultivating an environment that encourages regular and constructive feedback
- Demonstrating the value of feedback in driving individual and team growth

### Implementing Feedback Best Practices

- Incorporating ongoing feedback practices into performance management systems
- Encouraging a culture of peer-to-peer feedback for continuous learning

### Training Methodology

This training program adopts an interactive and experiential approach. Participants will engage in role-plays, group discussions, real-life scenarios, and practical feedback exercises to apply feedback-giving concepts in various situations.

Facilitators with expertise in performance management and interpersonal skills will provide personalised feedback and guidance to enhance participants' abilities. The training will foster a supportive and collaborative learning environment, enabling participants to practice and develop their feedback-giving skills effectively.

## Contact

### Patricia McGuire

Head of Training

Expleo Technology Ireland Ltd

M. +353 (0)87 235 5902

W. [expleoacademy.com](http://expleoacademy.com)

[pat.mcquire@expleogroup.com](mailto:pat.mcquire@expleogroup.com)

[academy-UKI@expleogroup.com](mailto:academy-UKI@expleogroup.com)