Dave Jones Consultants
Captivating Practical Learning BIG Results!



FUELED BY FEEDBACK FOR LEADERS

Master the feedback skills that drive results!

Register

OVERVIEW

The skill that will define success in an age of unrelenting change will be the ability to deliver, seek and positively respond to all forms of feedback. This interactive one-day course prepares leaders to create team culture, relationships and processes that turn feedback into fuel for high performance. Leaders get the practical skills, knowledge and attitudes required to understand and activate all sources of feedback at work.

LEARNING OBJECTIVES

This course will teach participants to:

- Create an enabling team feedback culture
- Activate feedback from peers, leaders, clients and followers
- Successfully manage emotional reactions to feedback
- Balance supportive and constructive feedback
- Think on their feet - deliver on the spot feedback
- Link feedback to coaching and performance management
- Communicate using three styles of feedback delivery – directive, draw and hybrid
- Identify and use data sources for feedback
- Structure feedback messages objectively
- Situate mistakes and forgiveness

COURSE OUTLINE

Session Objectives and Climate Setting

- Identify individual experiences with feedback
- Explore corporate context for the program
- Share participant learning objectives

Culture

- Situate feedback within team values and supporting behaviours
- Connect and clarify team member expectations
- Establish feedback norms linked to mission, goals and strategy

Structure

- Use supportive/constructive vs. positive/critical language
- Use the DONE preparation and delivery method to create objectivity and application
- Balance feedback to create a climate of helping vs. fixing

Delivery

- Select the appropriate method – direct, draw, hybrid
- Connect structured performance management and quick hit feedback
- Use facts, emotions and symbols to create messages that stick

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COURSE OUTLINE - CONTINUED

Sources

- Identify how followers can gather feedback independently. What data is available? Whose opinion matters?
- Evaluate how these sources are being utilized currently
- Identify obstacles and overcoming strategies

Emotional Reactions

- Reach the highly sensitive person
- Activate curiosity as an alternative to defensiveness
- Model a growth mindset and forgiveness

Blind Spots

- Reveal strengths and the limitations of overuse
- Reveal limitations and the benefits of reigning them in
- Make new habits stick

Modeling – Receiving Feedback

- Gather feedback from followers, leaders, peers and clients
- React to feedback in the moment and long term
- Identify and activate feedback data

FACILITATOR & TRAINER: DAVE JONES

This instructor-led, in-person/remote course delivered by **Dave Jones** will ensure participants receive hands-on training with real-life applications to advance their career.

COURSE MATERIALS

Each participant is provided a workbook with reference materials. Each participant also creates additional materials, personalized to his or her own workplace situation. The combination of these two elements creates a manual that is used throughout the year.

COURSE LENGTH

Change Strong is a 1-Day course.