



This workshop concentrates on the basic competency of **giving and receiving feedback** as a means of improving the ability to interact and communicate effectively with others. **Participants learn to:**

- ✓ Give effective corrective feedback (feedback for change) that helps accomplish the behavior you desire
- ✓ Give effective positive feedback (affirmative feedback) that reinforces the behavior you would like to see strengthened and repeated
- ✓ Describe your own communication / interaction style and the styles of others using the **Communication Wheel Model**
- ✓ Listen to someone and really understand what that person is saying
- ✓ Use the **Communication Wheel Model** to identify, practice, and apply top quadrant behavior in any situation
- ✓ Use the **Performance System Model** to understand the role of performance feedback -- both at home and at work
- ✓ Develop an Action Plan to ensure the continuing development of your ability to give and receive better feedback

This workshop uses concept briefings, small group discussions and presentations, role play, case study practices, and real issue applications to develop competency in giving and receiving feedback.

Comments from participants about the Giving and Receiving Feedback Workshop:

"I loved the facilitation techniques used in the Workshop. They demonstrated concepts as well as kept me engaged."

"I enjoyed your presentation -- you kept my interest and challenged me to think. I found your model of communication very helpful."

"This was a great class. It gave me information I can use in both my personal and professional life."

"I enjoyed the class and have a strong desire to use the insights. I know this will take more effort. We are not done just because the class is over."

This workshop is available in several formats.

