

# **GIVING AND RECEIVING CONSTRUCTIVE FEEDBACK**

## **COURSE OVERVIEW**

Both individuals and organizations benefit from honest, objective feedback about how things are going. A constant exchange of information keeps everyone on track and helps the organization stay competitive. Problems come to the forefront before they get out of hand, information that can improve performance gets to the right people at the right time, and people build strong working relationships.

In this unit, participants learn constructive approaches to giving and receiving feedback. The emphasis is on maintaining a spirit of openness and mutual respect.

## **LEARNING OBJECTIVES**

- Define constructive feedback.
- Explain why everyone in the organization needs to be able to give and receive constructive feedback in a spirit of learning and mutual respect.
- Use the Key Actions to give constructive feedback.
- Apply various techniques for receiving constructive feedback

## **KEY ACTIONS**

- Convey your positive intent.
- Describe specifically what you have observed.
- State the impact of the behavior or action.
- Ask the other person to respond.
- Focus the discussion on solutions.

## **TYPICAL TIME INVESTMENT**

Time commitment varies. Please discuss with your Partnership Development Manager.  
Standard time investment without supplemental options: 4 hours