

The University of Toledo

College of Business Administration

Executive Center for Global Competitiveness

GIVING AND RECEIVING CONSTRUCTIVE FEEDBACK

Program Overview

Do you have difficulty giving critical feedback to managers, peers, or direct reports? Do you hesitate giving positive feedback because you don't know what to say? Do you become nervous or defensive when you're about to receive negative feedback? Do you find it hard to respond professionally when you feel you are under attack? If so, this workshop is your opportunity to learn constructive approaches to giving and receiving feedback in a manner of openness and mutual respect. Whether you need to give information to a coworker, a person over you or others, or an individual who reports to you, you'll learn practical skills for addressing day-to-day problems quickly and smoothly.

Program Objectives

In this half-day interactive and information-packed program, participants will learn how to:

- Define constructive feedback
- Identify the barriers to giving constructive feedback
- Assertively script constructive feedback to managers, peers, and direct reports using the DESC formula
- Give positive feedback by following specific guidelines
- Remain confident and cool when receiving constructive feedback
- Respond appropriately to unjustified critical feedback

Program Topics

- Assessing yourself—how you currently react to feedback
- The potentials and pitfalls of giving and receiving constructive feedback
- 12 techniques for giving constructive feedback
- The four-step formula for conveying negative news
- Watch your timing—when not to give critical feedback
- How to give positive feedback to improve performance and encourage motivation
- 8 techniques for responding to critical feedback while keeping your cool
- What to do vs. what not to do when receiving constructive feedback
- When the critical feedback is unjustified—what to say
- Using assertive skills to handle valid or vague feedback
- Pick and plan your battles—deciding when to give feedback

About the Instructor

Debra A. Smith is a nationally respected consultant, speaker, and seminar leader. Her subject is professionalism—a composite of respect for the organization, respect for the people it serves, and respect for oneself. She develops this professionalism in her listeners, thereby enabling employees to reach their highest potential within the organization. People who attend her seminars gain new insight and direction, reinforced by effective skills that greatly enhance their performance. Every year Debra travels to over 100 cities in the United States and Canada to deliver her seminars on communication, time management, conflict resolution, and customer relations. Her seminars are skillfully designed to meet the needs of managerial, supervisory, and support personnel. She has trained over 450,000 people from organizations in the private sector and government as well as in numerous colleges and universities.

If you wish to tailor this program for onsite training at your company, please contact Carrie Herr, the Director of ECGC, by calling 419-724-2591 or via email at carrie.herr@utoledo.edu.

You can also combine Giving and Receiving Constructive Feedback with one of our other half-day programs, such as Effective Time Management, Delegating for Results, Stress Reduction Techniques, or Managing Conflict Constructively, to create a full-day of training to benefit your employees.