

GIVING AND RECEIVING FEEDBACK



Training that provides the skills needed to give and receive feedback about workplace behaviours or performance

When you need to address the performance of a team member or the behaviour of a colleague or client or customer, it can be difficult to know what to say or how to say it. Often people avoid saying anything at all and inappropriate workplace behaviours can go unchecked. Giving and Receiving Feedback training teaches attendees how to prepare for these conversations and then engage constructively.

WORKSHOP CONTENT

- How to create a workplace environment where giving and receiving both positive and negative feedback is regular and expected (ie. normative) Understanding
- Evidence based principles that should guide our approach to providing both positive and negative feedback
- Traps to avoid - frequent mistakes and how to break unhelpful patterns to establish a more constructive dynamic
- How your brain and body respond to the stress of these potentially triggering conversations
- Techniques to de-activate your own stress response so you can engage thoughtfully and constructively
- Learn how to listen deeply to de-escalate the stress response of the other person
- How to raise an issue without triggering defensiveness in the other person
- The skills of assertive communication
- How to adapt your approach in the context of differing personalities, generations, cultures
- More effective approaches to working with 'high conflict' people who have personality disorders

Making a Social Impact

100% of profits are distributed to fund the core services of effective youth mental health organisations

Our Facilitators

Experienced mediators, counsellors, psychologists, general managers and HR professionals with relevant professional qualifications and accreditations who are currently working with clients as well as providing training and workshops

Workshop Format

Face-to-Face (at your place)
Online (Zoom or other platform)
Hybrid (to suit your needs)

Workshop Length & Cost

One to Two hours	\$1,995 + GST
Half Day	\$2,995 + GST
Full Day	\$4,395 + GST



Ripple Learning Ltd is a social enterprise and registered charity



info@ripplelearning.com.au

1300 262 077

ABN 48653976642