



# EFFECTIVE FEEDBACK

## DESCRIPTION

Creating a culture that embraces frequent candid feedback is essential to the growth of both individuals and organizations. Without it, productivity falls, communication becomes ineffective, and ultimately employee engagement and retention suffer. Although these facts are well known, many still avoid feedback because it can by nature be uncomfortable or even feel personal at times. In this highly interactive training participants will be equipped with specific skills to *deliver* even challenging feedback in a way that is both effective and empathetic. Also, attendees of this program will learn specific techniques to *receive* feedback in a way that allows them to manage their internal and external responses, and as a result gain value from each exchange. While this topic is of particular interest to those in leadership roles, the concepts discussed in this training are essential for employees of all levels to implement.

## LEARNING OBJECTIVES

- Understand the 3 most common barriers that hinder feedback or make it ineffective
- Contribute to a culture where feedback happens naturally by applying 2 core principles
- Learn 8 techniques to deliver virtually any feedback effectively
- Identify opportunities to share positive feedback with greater frequency and meaning
- Learn 5 techniques when receiving feedback to manage reactions and gain value
- Develop individual action steps to implement skills into working relationships

## ADVANTAGES

- Leadership track
- Best as 60-90 minute presentation or half-day workshop
- Available for in-person, hybrid, and fully virtual events

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