global knowledge™

FEEDBACK SKILLS FOR LEADERS TRAINING

Course Code: 821251

Leaders will learn how to provide effective feedback, create opportunities for employees to grow and make positive contributions to their organizations.

The Feedback Skills for Leaders Training course is a dynamic, instructor-led course that shows new and experienced managers the benefits of developing this critical skill, both in giving & receiving feedback. You will learn specific techniques for receiving and responding to critical feedback and will learn the positive impact of praise and positive messages.

Leaders who learn how to provide effective feedback create opportunities for employees to grow, become motivated and make positive contributions to their organizations.

What You'll Learn

Upon successful completion of the Feedback Skills for Leaders Training course, you will be able to:

- Understand Resistance to Criticism
- Respond to Critical Feedback
- Give Constructive Feedback
- Give Positive Feedback
- Handle Recurring Problems

Who Needs to Attend

Leaders who want to improve their feedback skills, in order to help their employees grow within their organizations.

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VIRTUAL CLASSROOM LIVE	$695 USD	1 Day

Virtual Classroom Live Outline

Part 1: Understanding Resistance to Criticism

- What Is Critical Feedback?
- Effectiveness
- Generational Differences in Feedback
- Influence of Parental Messages
- Critical Feedback Messages to Watch Out For
- Counteracting Self-Criticism & Past Messages
- Changing Your Beliefs About Critical Feedback

Part 2: Responding to Critical Feedback

- How We Perceive Critical Feedback
- Types of Critical Feedback
- Three Stages of Response
- Assertive Techniques to Deal with Criticism
- Technique 1: Fogging
- Technique 2: Admitting the Truth
- Technique 3: Requesting Specific Feedback
- Ten Tips for Handling Feedback

Part 3: Giving Constructive Feedback

- Barriers to Giving Constructive Feedback
- Overcoming Obstacles
- Benefits of Voicing Feedback Regularly
- Understanding Constructive Feedback:
- Step 1: Set Realistic Goals & Expectations
- Step 2: Research the Facts
- Step 3: Choose Your Timing

- Step 4: Be Specific, Using the DASR Script
- Providing Feedback with "I" Statements
- Step 5: Monitor & Follow Through
- The Impact of Technology on Feedback
- Critiquing Your Manager or Colleague
- Using the DASS Script
- Providing Unsolicited Feedback
- Turning Complaints into Proposals

Part 4: Giving Positive Feedback

- The Powerful Impact of Praise
- Rethinking Barriers to Praising Others
- Guidelines for Giving Positive Feedback
- Public vs. Private Praise
- Praising Upward

Part 5: Handling Recurring Problems

- Five Steps in Discussing Recurring Problems
- The Importance of Follow-Up

Oct 27 - 27, 2026 | 10:00 AM - 3:00 PM EDT

Feb 26 - 26, 2027 | 10:00 AM - 4:00 PM EST

Apr 29 - 29, 2027 | 10:00 AM - 4:00 PM EDT

Jun 25 - 25, 2027 | 10:00 AM - 4:00 PM EDT

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PRIVATE GROUP TRAINING	1 Day

Visit us at www.globalknowledge.com or call us at 1-866-716-6688.

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