

COURSE OVERVIEW

Effective Feedback

TIMD-103



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This essential course supports supervisors and managers in one of the most challenging aspects of people management, giving feedback. Whether it's offering praise or addressing poor performance, many leaders struggle with discomfort or resistance.

This course equips learners with practical techniques for delivering both positive and constructive feedback, handling challenging conversations, and utilising feedback to motivate and manage performance effectively.

Module 1: Effective Feedback

Discomfort with praise or a fear of pushback often leads to avoidance; however, feedback is a vital tool for motivating staff, reinforcing expectations, and driving improvement.

- The purpose of feedback
- Constructive feedback and praise
- Appraisal meetings
- Dealing with challenging situations
- Action Planning, monitoring and reviewing

Suitable for:

Managers, Supervisors, Team Leaders and other managers of people.

Skills achieved:

- Directing Others (Basic)

Related Resources:

- Work-related stress Assessment
- Young person task assignment Assessment
- New employee induction Checklist
- Recruitment Checklist
- Returning to Work Checklist
- Performance Checklist
- Unpaid work trial Checklist
- Stress Checklist

Benefits:

The Delegate will receive a Total Quality Assured (TQA) certificate of achievement upon successful completion.

Estimated Time:

25 Minutes

Related Courses:

- Effective Goal Setting
- Effective Time Management
- Developing Self-Awareness
- Managing Performance
- Effective Interpersonal Skills