

# Product Specification: FFF

## Feedback: Friend or Foe

### Overview

Do you love hearing feedback? Are you comfortable with criticism? For most people, the answer is 'no'.

However, being able to handle feedback and criticism is vital to the modern organisation. Customers talk about you, and to you, through more channels than ever. Colleagues collaborate across borders, in virtual teams and in increasingly changeable environments. To manage in the modern organisation, great communication skills are paramount. And in that, the best communicators are able to receive, discuss and respond to criticism and feedback, using it as a force for change and progress.

This 1-day course is designed for managers, directors and staff who want to improve their skills in giving and receiving feedback. The course will help you look at your personal responses to feedback, build a more open relationship to criticism and find clearer, calmer ways of giving and receiving feedback to others.



### Learning Outcomes

By the end of the course you will:

- Understand your relationship to feedback and identify your blocks to accepting and embracing feedback.
- Learn how to handle and receive feedback with calm, gratitude and openness.
- Understand what makes for clear, concise and useful feedback.
- Learn specific tools and techniques for giving and receiving feedback.
- Be able to create feedback-focused working cultures.

### Symposium Training Contact Details

#### Hayley Griffin

Unit F, 44-48 Shepherdess Walk  
London, N1 7JP  
P: 020 7231 5100  
E: [hgriffin@symposium-events.co.uk](mailto:hgriffin@symposium-events.co.uk)  
[www.symposium-events.co.uk](http://www.symposium-events.co.uk)

# Sample Programme

09:30 – 10:00 Registration and Coffee

**Introduction to feedback**

Session 1 Principles and key skills for getting great at feedback

**Examining your personal feedback style**

Session 2

- Identify and understand your relationship to feedback
- Find your blocks to accepting and embracing criticism
- Role plays and sharing of good/bad feedback experiences

**The keys to giving great feedback**

Session 3

- What constitutes 'good' feedback
- Tips on style, language and tone
- How to make feedback actionable and user-friendly
- Informal vs formal feedback

**Learning how to accept feedback**

Session 4

- Interpretations: what someone says vs what you think they say
- Developing openness and welcoming feedback
- Great questions for clarifying
- Learning how to handle painful/difficult issues

**Taking it back to work**

Session 5

- Action planning for future development
- Exploring resources and support to continue your journey to feedback excellence

4.00 Close of course