

„Feedback, giving back the information”

Course description:

Training „Feedback, giving back the information” is addressed to people who direct the teams and as superiors are obliged to provide feedback, but also to professionals who would like to practice communicating difficult things to their colleagues and co-workers. The course is based on practicing good communication while providing feedback, but also it shows the way to prepare for the conversation in terms of emotional aspect (understanding our own emotional mechanisms as well as these of other people) and tactical one (acting in accordance with the stated goals). The training includes elements of assertiveness, where participants learn how to avoid compliant or aggressive behaviours (a scheme of expressing anger or dealing with broken agreement), as well as elements of communication (model von Thun) and working with needs and values.

Acquired skills:

After the training participant:

- can provide quick feedback based on known patterns
- understands the emotional mechanism that prevents communicating "unpopular" things
- can formulate his speech in a way that is nonjudgmental
- understands the difference between describing and evaluating behaviour or a person and knows what that means
- knows von Thun's communication model and understands what comes from it
- knows how to tailor the content of the feedback to a particular person

Training program:**1. Feedback and criticism**

- Why do we give feedback?
- Why do we criticize?
- Why is it so difficult to give feedback? About the nature of emotions.
- What feelings does the feedback arouse both when talking about the person giving and receiving the feedback, and why?
- What is our internal critic? How to neutralize its voice?

2. Whom, in what circumstances and when should we give feedback?

- Technique for setting positive intentions
- Good and bad motivation to give feedback
- Describe rather than judge
- Take care of the place, take care of the time
- Elements of nonverbal communication that influence the course of a conversation
- Different "capacities" of people concerning the feedback, i.e. how much you can say

3. The procedure of giving feedback

- The difference between the two types of message – the type of me and type of you
- Formulating the goal of giving feedback
- Next steps for giving feedback
- Feedback given from the perspective of an observer and a participant
- When to talk about our feelings and when about the consequences
- Difference between "live" feedback and periodic chat

4. Elements of assertiveness while giving feedback

- How is the feedback in relation to the needs (of the person giving and receiving)
- Who (which party) is responsible for emotions during the feedback
- Precise formulation of expectations in terms of feedback
- Procedure to deal while breaking the agreement
- 4 steps to express anger in an assertive way

5. What do we really say and what do we really hear during feedback?

- 4 types of ears and 4 types of mouths: von Thun model
- What to say and how to speak to be heard?
- Paraphrasing and asking questions (when, what type and what for) during feedback

6. Responding to difficult situations during feedback

- What to do when the person does not accept the feedback or she/he does not agree with it?
- How to react to strong emotions?
- How to respond to feedback when we are recipients?

7. Giving positive feedback- lost art

- Exercises in giving and receiving positive feedback

Methodology:

During the training we use the following training methods:

- Power Point mini lectures
- exercises in groups, in pairs and individual
- forum discussion
- role plays

- working with the video camera and analysis of the obtained information
- mini training films

Organizational information:

Number of training hours: 12 hours / 2days

Time of training 9:15-15:15

Place of training: Łódź, Piotrkowska 125 – KM Studio - trainings