

CENTRAL BANK OF EGYPT
Egyptian Banking Institute



البنك المركزي المصري
المعهد المصرفي المصري



THE POWER OF FEEDBACK

● COURSE DESCRIPTION

Feedback is a gift - Many people avoid feedback because they've had a negative experience that created negative associations with feedback. They might have a belief that feedback is super critical or is just someone else's agenda, or it's always hurtful or it's just not applicable to me. It's so important to get past these negative beliefs about feedback though because when you're able to provide important feedback and do so in a way that the listener can really hear, your team will benefit. They'll grow more as professionals and they'll trust you more, meaning they'll take your feedback more seriously.

● COURSE OBJECTIVES

- Explain why feedback is essential
- Apply a framework for providing formal or informal feedback
- Use descriptive language in delivering feedback
- Describe six characteristics of effective feedback
- Provide feedback in real situations
- Recognize the necessary attitudes & mindsets that lead to effective feedback
- Use the techniques to change perspective and behavior making people receptive to feedback
- List the mistakes that might result from anxiety on both of the giver & receiver of feedback

● COURSE OUTLINE

Module One: When Should Feedback Occur?

- Repeated Events or Behavior
- Breach's in Company Policy
- When Informal Feedback has not worked
- Immediately After the Occurrence

Module Two: Preparing & Planning

- Gather Facts on the Issue
- Practice Your Tone
- Create an Action Plan
- Keep Written Records

Module Three: Choosing a Time & Place

- Check the Ego at the Door
- Criticize in Private, Praise in Public
- It has to be Face to Face
- Create a Safe Atmosphere

Module Four: During the Session

- The Feedback Sandwich
- Monitor Body Language
- Check for Understanding
- Practice Active Listening
- Set Goals
- Be Collaborative
- Ask for a Self-Assessment
- Keep Emotions in Check

Module Five: Setting Goals

- SMART Goals
- The Three P's
- Ask for Their Input
- Be as Specific as Possible

Module Six: Diffusing Anger or Negative Emotions

- Choose the Correct Words
- Stay on Topic
- Empathize
- Try to Avoid "You Messages"

Module Seven: What Not to Do

- Attacking or Blaming
- Not Giving Them a Chance to Speak
- Talking Down
- Becoming Emotional

Module Eight: After the Session

- Set a Follow-up Meeting
- Make your Self Available
- Be Very Specific with the Instructions
- Provide Support and Resources
- Focus on the Future
- Measuring Results
- Was the Action Plan Followed?
- If Improvement is not Seen, Then What?

● TARGET AUDIENCE

This course targets professionals at both junior and senior levels seeking to refine their feedback delivery skills, focusing on providing effective formal and informal feedback.

● COURSE DURATION

8 hours

09:00 AM – 5:00 PM

● DELIVERY METHOD

In-class

● ASSESSMENT STRATEGY

Participation

60 % Cut of score of total grades which is "100"

● COURSE LANGUAGE

Material: English

Instruction and Explanation: Bilingual (AR<>EN)

HOTLINE
15200
One number to better serve you!

Headquarters – Nasr City

22 A, Dr. Anwar El Mofty St., Tiba 2000
P.O.Box 8164 Nasr City, Cairo, Egypt
Tel.: (+2) 02 24054472
Fax: (+2) 02 24054471

Working hours: 9:00 am - 5:00 pm

www.ebi.gov.eg



Like us on

facebook.com/EgyptianBankingInstitute



Follow us on

twitter.com/EBItweets



Join us on

linkedin.com/company/egyptian-banking-institute



Watch us on

YouTube Channel: Egyptian Banking Institute (EBI)