

# Feedback Forward: Strategies for Growth

Skills for Success



**In-Class**



**8 hours**



**EGP 2,680**

## **Course Description:**

This training program is designed to equip participants with the essential skills needed to give and receive constructive criticism effectively. Through interactive activities, real-world scenarios, and guided discussions, participants will learn how to foster a culture of open communication, enhance collaboration, and drive personal and professional growth.

## **Target Audience:**

This course is ideal for professionals at all levels seeking to improve their communication skills, enhance team dynamics, and create a more constructive feedback environment.

## **Course Objectives:**

By the end of the course, participants will be able to:

- Identify the main benefits of effective performance appraisal and the roles that the manager and employee play.
- Identify the Purpose of Feedback
- Identify two major implementation areas of 360-degree feedback.
- Determine whether your organization is ready for 360-degree feedback.
- Understand common reasons why 360-degree feedback programs fail.

## **Course Outline:**

### **Module 1: Appraisal & The Organization**

- Why Have Performance Appraisals?
- Overall Benefits of Appraisals
- Manager & Employee's Role
- Eight Appraisal Techniques

### **Module 2: The Process**

- Decide the Purpose
- Choose the Collection Instrument
- Decide on the Behaviors to be Collected
- Identify the Feedback Recipients
- Train & Choose the Raters & Ratees
- Analyze the Feedback Data

### **Module 3: 360-Degree Feedback**

- Key Implementation Areas

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- 360-Degree & Employee Development
- 360-Degree & Performance Appraisals

#### **Module 4: Are You Ready For 360-Degree Feedback?**

- Are You Ready for 360?
- Top Management Buy-in
- Coaching & Management Skills
- Trust & Interdependence
- Organizational Stability
- Clear Performance Plans

#### **Module 5: Why 360-Degree Feedback Fail?**

- No clear purpose
- Using 360-degree feedback as a substitute for managing poor performance
- Not conducting a pilot
- Not involving key stakeholders
- Insufficient communication
- Compromising confidentiality
- Not making the feedback's use clear
- Having scoring and administration not user-friendly
- Making it an event rather than an ongoing process
- Not evaluating effectiveness

#### **Assessment Strategy:**

Participants will be informally assessed based on their interaction during sessions and their participation in group exercises.

#### **Upon Successful Completion of this Course, participants will obtain:**

0.6 CEUs

#### **Course Language:**

English

#### **Prerequisites:**

N/A