Feedback Forward: Strategies for Growth

Virtual

7 hours

EGP 2,340

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
Session One: Benefits of Effective Performance Appraisal

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

Module 2: The Process
Session One: Feedback Purpose

- 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
Session One: Major Implementation Areas of 360-degree Feedback

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- Key Implementation Areas
- 360-Degree & Employee Development
- 360-Degree & Performance Appraisals

Module 4: Are You Ready For 360-Degree Feedback?
Session One: Deliver 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?
Session One: Failing Reasons for 360-degree Feedback
- 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:
- 40 % Assignments between sessions
- 60 % Participation
- 60 % Cut off score of total grades which is "100".

Upon Successful Completion of this Course, participants will obtain:
0.5 CEUs

Course Language:
English

Prerequisites:
N/A