

# Impactful and Actionable Feedback

## Background

Great and impactful feedback is essential for everyone's performance and development. However, giving feedback that inspires and supports behaviour change is difficult. Creating action is not always easy. This short course will help you to reframe feedback as guidance and develop the behaviours and confidence to give great feedback to continually support performance and staff development.

## Learning Outcomes

- Own the responsibility of giving feedback that motivates and drives performance
- Confident to give strong impactful and actionable feedback
- Use models and techniques to manage the conversation and emotions
- Use ongoing feedback to create an atmosphere of accountability and productivity

## Workshop Format

The programme will be highly participative and include discussions, exercises and practice to address the objectives. The participants will be encouraged to interact and discuss the relevant areas to ensure that knowledge and skills are developed.

## Workshop Content

- Introduction, objectives and expectations
- Feedback in context: Reframe as guidance; the challenges of behaviour change, performance conversations and performance management; link to motivations
- Planning and preparation: Knowing your intention, desired outcomes, what and how to manage the conversation; the use of different models; using your appraisal documents
- Managing emotions: Explore steps and techniques to manage emotions and resistance/push back; creating and managing safe environment for the conversation both formal and informal
- Practice: Apply the approaches discussed different scenarios
- Action plan.