



## Giving & Receiving Feedback

**Giving feedback is a skill that is vital for leaders to learn. Because clear and actionable feedback is what drives performance and establishes clear outcomes and standards. But feedback is a two-way process. And learning to accept constructive feedback can be even harder than learning to give it. Your challenge is not only to give constructive and timely feedback, but to receive, welcome and act on it too.**

**Attend this workshop to work with a clear framework, to practice core skills and to gain confidence when giving and receiving feedback.**

### How do I know I should attend this workshop?

1. Do you ever fail to give feedback because you found it too tough to do?
2. Have you ever worried about or been distracted by having to give feedback?
3. Have you become defensive or hostile when given accurate and actionable feedback?
4. Would you like to feel more confident when you give constructive feedback?
5. In a feedback context, has a close work colleague or partner ever said 'I don't want to hear about this person anymore'? Then suggested you just deal with it?

If you answer yes to most of these five questions, then this workshop is for you.

### What will I do?

You will cover:

- Understanding why feedback matters and the results good feedback delivers
- Setting expectations in a feedback context
- Using the iSCAN framework for positive and negative feedback
- Working with intentions and framing conversations
- Practicing key skills that help give and receive clear and actionable feedback

### What are the outcomes?

By the end of this workshop you will have:

- Understood, used and embedded a feedback framework
- Reviewed and rehearsed key skills associated with giving and receiving feedback
- Role-played handling your specific situation and a case study
- Given and received peer feedback
- Gained confidence and reduced defensiveness when giving or receiving feedback



## How do I prepare?

**Please come with a feedback situation you are facing (or have faced recently); ideally you would like the opportunity to improve the way you handled it (or could handle it).** Make sure it's something you would be happy to share within the group.

## Who is iOpener?

We develop people and organizational performance through the power of happiness at work.