

learning
equals
development

EQV Course Outline



■ Feedback Skills

■ ½ Day

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Feedback Skills (½ Day)

Business Benefit

Assertive communication is often the difference between achieving a productive outcome and ending up with disagreement. Relationships between managers and staff and staff and customers rely on communication. Assertive behaviour holds the keys to effective communication. Organisations can save vast amounts of time, effort and money by getting communication right...first time...every time.

Who Should Attend?

Anyone who wishes to communicate more effectively in difficult situations or with 'difficult people'. Anyone who needs to persuade other people to take action or make decisions. Anyone who would like to manage people more effectively.

Learning Objectives

*By the end of this course
you will be able to...*

- Define feedback and understand when it should be used
- Deliver appropriate and timely feedback
- Complete a post course action plan to implement the learning

Course Content

- What is effective feedback and when to deliver it
- Constructive feedback
- Getting prepared for your feedback session
- Essential Interpersonal Skills for Feedback
- Handling the receivers reactions to feedback
- Post course implementation plans.

2011
Jul 11
Aug 10
Sep 08
Oct 10
Nov 07
Dec 06

2012
Jan 09
Feb 07
Mar 07
Apr 10
May 09
Jun 12
Jul 07
Aug 09
Sep 05
Oct 25
Nov 25

You may also be interested in

Active Listening, Communication Skills

Training Locations

Leicester, Sheffield, Liverpool, Manchester, Basingstoke, London

The EQV Promise

We ensure that our courses are well received and are delivered by trainers that have actual commercial competency in their chosen subject.

Not only is this essential for our accreditation purposes but it ensures that the trainers will be able to include relevant experiences they themselves have learnt from. This generates appropriate engagement and empathy in the training environment.

When the course is completed we will report back to you about how the training has been received and can indeed evaluate the training right from start to finish after the skills transfer period. This information can come from your account manager who is your main point of contact at all times.

The EQV Experience

Our training courses take the attendee on a journey of learning and development. Throughout the course everyone is engaged in a stimulating and participative way.

Our courses are designed to encompass many different kind of learning activities making sure they appeal to different natural styles of learning that individuals have.

Activities may include a selection of syndicate work, discussion, pair work, case studies, games, role play, quizzes and presentations.

During the event an individual works on their own implementation plan so that they have a clear plan of how they are going to support their own skills transfer back in the workplace. Whilst it is important for the attendees to enjoy the workshop we want to ensure they apply as much as possible back in the workplace.

Our Training Centre

Set in the heart of beautiful rolling Leicestershire countryside, our idyllic training facilities not only provide attendees with the perfect environment to concentrate on their individual learning experience but also provide the practicality of ample parking and fully designed and equipped training rooms.

You will be greeted upon arrival by our training co-ordinator who is your point of contact throughout the day should have any specific queries.

A delicious buffet lunch is provided catering for a variety of dietary needs.

What Delegates Say about this course

"Excellent"

"Very friendly, approachable, knows his course work & presents its well."

"Great. Well worth doing."

