This College Africa Group course will enhance the user's skills on the subject and teaches fundamentals as well as strategies in an easy to follow, easy to understand format and includes practical exercises which will assist in developing your skills in the workplace.

COURSE OUTLINE - Feedback Skills for Leaders, Third Edition

Course Number: AXO84–096
Days: 1

Description: People crave feedback. Leaders who learn how to provide effective feedback create opportunities for employees to grow, become motivated, and make positive contributions to their organizations. FEEDBACK SKILLS FOR LEADERS shows new and even experienced managers the benefits of developing this critical skill, both in giving and receiving feedback. Readers will learn specific techniques for receiving and responding to critical feedback and will learn the positive impact of praise and positive messages. This edition includes new information on how gender and generational differences can impact employees' expectations and how well feedback is received.

Topic-Level Outline

Part 1: Understanding Obstacles to Receiving Criticism
What Is Critical Feedback?
The Impact of Gender on Feedback
Gender Communication and Leadership Effectiveness
Generational Differences in Feedback
Influence of Parental Messages
Critical Feedback Messages to Watch Out For
Counteracting Self–Criticism and Past Messages
Changing Your Beliefs About Critical Feedback

Part 2: Responding to Critical Feedback
How We Perceive Critical Feedback
Types of Critical Feedback
Three Stages of Response
Assertive Techniques to Deal with Criticism
Technique 1: Fogging
Technique 2: Admitting the Truth
Technique 3: Requesting Specific Feedback
Ten Tips for Handling Feedback

ABOUT US

Established as EasyExcel, the company has been re-branded as College Africa Group. College Africa Group has been in operation since 2003 and has trained many corporate and professionals throughout Southern Africa. (For more info click here.) (http://www.collegeafricagroup.com)

ACCREDITATION

College Africa Group is MICT SETA accredited and a Microsoft Partner. College Africa Group has more than 30 years' experience in Financial, Sales, Operations, Marketing and Administration Directorship and understands the problems and deadlines you face.

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