KOENIG SOLUTIONS · COURSE OUTLINE

Giving Feedback: Continuous Improvement Cycle

Learn to give effective feedback that drives continuous improvement, from planning and delivery to goal-setting and gaining commitment.

COURSE OVERVIEW

This course covers how to give feedback to staff, including where and how to deliver it effectively. It explains how feedback fits into the continuous improvement cycle of goal, plan, action, feedback and change, and covers planning feedback to improve performance alongside the rules for effective feedback. It also addresses delivering negative feedback, giving proper praise and appreciation, setting goals based on recent feedback, and gaining commitment to improve.

WHO THIS COURSE IS FOR

Team Leaders | **Managers** | **Supervisors** | **People Managers** | **Performance Coaches**

LEARNING OBJECTIVES

- Explain how to give feedback to staff effectively
- Identify where to give feedback for best effect
- Describe how feedback fits into the continuous improvement cycle
- Plan feedback to improve performance
- Apply the rules for effective feedback
- Apply the continuous improvement cycle of goal, plan, action and change
- Deliver negative feedback constructively
- Set goals based upon recent feedback

COURSE SYLLABUS

10 Topics

TOPICS

- How to give feedback to your staff?
- Where to give your feedback?
- How feedback fits into the continuous improvement cycle?
- Planning your feedback to improve performance
- The rules for effective feedback
- Apply the continuous improvement cycle - goal, plan, action, feedback & change
- How to deliver negative feedback?
- Proper praise and appreciation
- How to set goals based upon recent feedback?
- How to gain commitment to improve?

WHAT IS INCLUDED

Everything You Need to Succeed

- Koenig course material for every module
- Delivery by certified instructors and subject matter experts
- Hands-on exercises throughout the course
- Course completion certificate from Koenig

ABOUT KOENIG

Who We Are

Established in 1993, Koenig Solutions is a globally recognised training provider with 35+ technology partnerships, 5,000+ training programmes and a network of certified instructors and subject matter experts, supporting individuals and enterprise teams worldwide.

FLEXIBLE DELIVERY

Learn the Way That Suits You

Classroom Training | Live Online Classes (ILO) | Fly-Me-A-Trainer (FMAT) | Flexi (Self-Paced) | 1-on-1 Training

Ready to Get Started?

Talk to a learning advisor about schedules, group training and customised delivery.

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