

Building a Positive Feedback Culture

Course Duration: 1-day; Instructor-led

Time Schedule: 9am-5pm

Lunch: 1:00pm- 2:00pm

Morning Tea-break: 10:30am-10:45am

Afternoon Tea-break: 3:30pm -3:45pm

INTRODUCTION

The one-day workshop on building a positive feedback culture is structured to help managers understand the importance of feedback and equip them with practical skills to foster a supportive environment. The workshop includes:

- a) Introduction and Icebreaker: Setting the stage with an overview of the workshop and an activity to build rapport.
- b) Understanding Feedback: Defining feedback, exploring its types, and discussing its benefits. Participants share personal experiences in a group discussion.
- c) Effective Feedback Techniques: Covering key principles of giving and receiving feedback, with role-playing exercises to practice these skills.
- d) Creating a Feedback-Friendly Environment: Teaching strategies to build trust and encourage open communication, followed by group brainstorming.
- e) Overcoming Feedback Barriers: Identifying common barriers to effective feedback and brainstorming solutions in a problem-solving workshop.
- f) Implementing a Feedback Culture: Discussing steps to sustain a feedback culture and developing personal action plans.
- g) Reflection and Wrap-Up: Recapping key points, addressing questions, and closing with final reflections and remarks.

This comprehensive approach ensures that managers leave with practical strategies and a clear plan to enhance the feedback culture within their teams.

Workshop Outline

Session 1: Welcome and Introduction

- Welcome participants and introduce the objectives of the workshop.
- Brief overview of the agenda and key outcomes.
- Icebreaker activity to build rapport among participants.

Session 2: Understanding Feedback

Importance of Feedback:

- **Definition and Types of Feedback:** Explain the different types of feedback (positive, constructive) and their significance in a positive work culture.
- **Benefits of a Feedback-Rich Culture:** Discuss the advantages of maintaining a culture rich in feedback, such as enhanced performance, increased employee engagement, and improved relationships.

Building Avatar on Different Persona and Responses:

- **Activity:** Create avatars representing different personas within the organization. Participants will practice formulating feedback tailored to each persona's responses and characteristics.

Session 3: Effective Feedback Techniques

Key Principles of Giving and Receiving Feedback:

- **Constructive Feedback Techniques:** Introduce models like the SBI (Situation-Behavior-Impact) model to provide structured and constructive feedback.
- **Importance of Timing and Setting:** Highlight the significance of choosing the right time and setting for delivering feedback to ensure it is well-received.

Role-Playing Exercise:

- **Activity:** Participants will engage in role-playing exercises to practice delivering and receiving feedback using real-life scenarios. This hands-on activity helps to internalize effective feedback techniques.

Session 4: Creating a Feedback-Friendly Environment

Strategies to Foster a Feedback-Friendly Environment:

- **Building Trust and Psychological Safety:** Discuss the importance of creating a safe space where employees feel comfortable giving and receiving feedback.
- **Encouraging Open Communication and Continuous Improvement:** Emphasize the role of open communication in fostering a culture of continuous improvement.

Session 5: Overcoming Feedback Barriers

Common barriers to effective feedback and how to overcome them.

- Addressing fears and resistance to feedback.

- Handling defensive responses.

Closing Session: Reflection and Wrap-Up

- Recap of the key points and takeaways from the day.
- Open floor for Q&A and final reflections.
- Closing remarks and distribution of workshop materials.