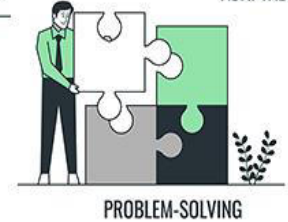




# SOFT SKILLS



## SOFT SKILLS

## Giving & Receiving Feedback Skill Training Course

Project Based Immersive Learning Course

### Course Overview

Emotions play a significant role in business operations, as they often come into play when people interact with each other on a personal level. Unfortunately, this can also lead to misunderstandings and miscommunication, especially when we struggle to express ourselves effectively. Giving and receiving feedback is a critical aspect of these interactions within organizations, and Education Nest offers a course that equips individuals with the necessary skills and techniques to give and receive feedback constructively. Participants will learn how to communicate feedback respectfully and constructively, while also developing the ability to receive feedback without becoming defensive. The course covers various feedback types, including positive, corrective, and developmental feedback, and helps participants use feedback to improve their performance and achieve their goals.

### Benefits of Giving & Receiving Feedback Skill Course :

Participating in a Giving & Receiving Feedback skill training course offers numerous benefits for individuals and organizations. It enhances communication skills, develops emotional intelligence,

and strengthens relationships. It allows individuals to receive feedback constructively and use it to improve their performance, and also provides them with the skills to deliver feedback effectively and respectfully. Furthermore, it increases accountability, fosters a culture of continuous learning and growth, and helps organizations achieve their goals. Ultimately, the skills gained through this course can lead to better teamwork, increased productivity, and improved job satisfaction.

## Who should learn:

- Change Managers
- Senior Management Professionals
- HR Team
- HR Business Partners
- Line Managers
- First Time Managers
- Project Supervisors
- Project Managers
- Project Team Members
- Continuous Improvement Specialists
- OD Professionals
- Managers
- Supervisors
- Team Leaders
- Any other involved in providing feedback

## Why Giving & Receiving Feedback Skill Course from Education Nest

- **Free Demo on Request**
- **Live Interactive Learning**
- **Lifetime Access**
- **Flexible Schedules**
- **24x7 Support**
- **One on One Doubt Clearing**
- **Real Time Project-Based Learning**
- **Certificate Oriented Curriculum**

## **Key Skills Covered:**

- Active listening
- Effective communication
- Emotional intelligence
- Receiving feedback
- Giving feedback
- Conflict resolution
- Goal setting
- Continuous learning

## **Business Writing Skill Course Syllabus**

### **MODULE 1: (Introduction to Communication)**

- What is Communication?
- How do we communicate?
- How do we miscommunicate?
- Different Modes of interaction at the workplace

### **MODULE 2: (Feedback)**

- Definition and importance of Feedback
- Understanding Feedback
- Reasons for Providing Feedback
- Qualities of Useful Feedback
- Ways to Avoid Miscommunication in Feedback
- Types of Feedback
- Advantages of Giving and Receiving Feedback

### **MODULE 3: (How to Impart Feedback?)**

- Structure for effective feedback
- Strategies for effective feedback
- Constructive vs. Negative feedback
- Positive Feed-forward vs. Negative Feed-forward
- What works in Feedback?
- What does not work in feedback?
- Non-verbal communication during feedback
- Feedback to fit the learning style of employees
- Supporting data for feedback

### **MODULE 4: (The Power of Appreciation)**

- Understand how to take advantage of the power of Expressing gratitude
- How to increase productivity by appreciating others?

### **MODULE 5: (Praising Team-Members)**

- How to reinforce specific behaviors while praising?
- Critical steps to follow when delivering praise
- How much to praise?

### **MODULE 6: (Self-Introspection)**

- Why Self-Introspection?
- Benefits of Self-Introspection
- Relating self-introspection to feedback

## **MODULE 7: (Feedback to Seniors)**

- Envisage the techniques to share feedback with seniors without hurting their sentiments
- What strategies should you use to deliver a key message simultaneously preserving the relationship with seniors?
- Planning your feedback statement/s
- Opening and closing of feedback

## **MODULE 8: (Receiving Feedback)**

- What are common reactions to feedback?
- Coping with harsh criticism when receiving feedback
- Using a simple yet powerful technique to disarm an aggressive criticizer
- Non-verbal Communication while receiving feedback

## **Career Support**

### **Profile Building :**

Experienced professionals are available to offer tailored assistance in crafting your CV and online profiles, taking into account your unique educational and experiential background.

### **Interview Preparation :**

The upcoming interview preparation service will include personalized one-on-one sessions and the option for mock interviews if needed.

## **Job Referrals :**

At Education Nest, we receive a variety of job requirements from diverse sources such as organizations, our clients, HR consultants, and a vast network of Education Nest currently employed in different companies. We strive to meet these varied requirements to the best of our abilities.

## **Continuous Support :**

We offer continuous support for as much time as you need it, and a considerable number of our learners receive multiple interviews offers and promising employment opportunities as a result of the abilities they gain during the program.