



## PURPOSE

- Communicate a clear and objective message based on observation that allows to become aware of behavior or action and its impact in order to find a solution!
- Master the different techniques for providing a feedback with impact on the future
- Identify the pitfalls traps to avoid while giving feedback
- Help others receive a constructive feedback

# Giving & Receiving Feedback

STANDARD AGENDA (Most agenda's are adapted to your specific situation)

- Identify the benefits of providing effective feedback.
- Choosing the appropriate type of feedback according to the situation and the impact expected.
- Learn the mistakes to avoid and the difficulties both in giving and receiving feedback.
- The FEEDA method (Facts, Effects, Emotions, Demand, Action) for structuring the feedback and avoid negative reactions from the receiver.
- Managing eventual negative responses to the feedback given.