

*Webinar on*

# **Giving Feedback To Change Behavior Or The Performance Of Others**

# • Areas Covered

- Misperceptions about Feedback*
- When Should Feedback be given*
- Learn how to make feedback detailed and specific*
- Learn how to make feedback constructive and not destructive*
- Learn how to plan feedback and deliver feedback*
- The 6 steps method for delivering effective feedback and The importance of documenting your feedback*
- How your communication style affects feedback and Feedback is a 2-way process- learn how to receive feedback*



By attending this session you will learn how feedback and criticism can be more influential. You will learn how to balance praise with clear and constructive criticism.

**PRESENTED BY:**

*Audrey Halpern - President of ARH Employee Training, More than 20 years of training facilitation/learning and development career developing custom soft skills employee programs. She is a faculty member of the American Management Association.*

On-Demand Webinar

Duration : 60 Minutes

Price: \$ 200

# Webinar Description

Giving feedback is a task you perform as a Manager or as a manager or supervisor. And letting employees know where they are and where to go next in terms of expectations and goals - yours, their own, and the organizations is essential. Feedback is a useful tool for indicating when things are going in the right direction or for redirecting problem performance or behavior. Since your objective in giving feedback is to provide the guidance you will want to deliver it in a useful manner, either to support effective behavior or to guide someone back on track toward successful performance.

As managers, you should know that there's a world of difference between constructive feedback and personal criticism. It puts people's backs up when in the name of feedback they hear an opinion, judgment, generalization, unsought advice, or questions implying criticism. This webinar will focus on learning ways to enable you to be much more specific, factual, and constructive with your feedback.

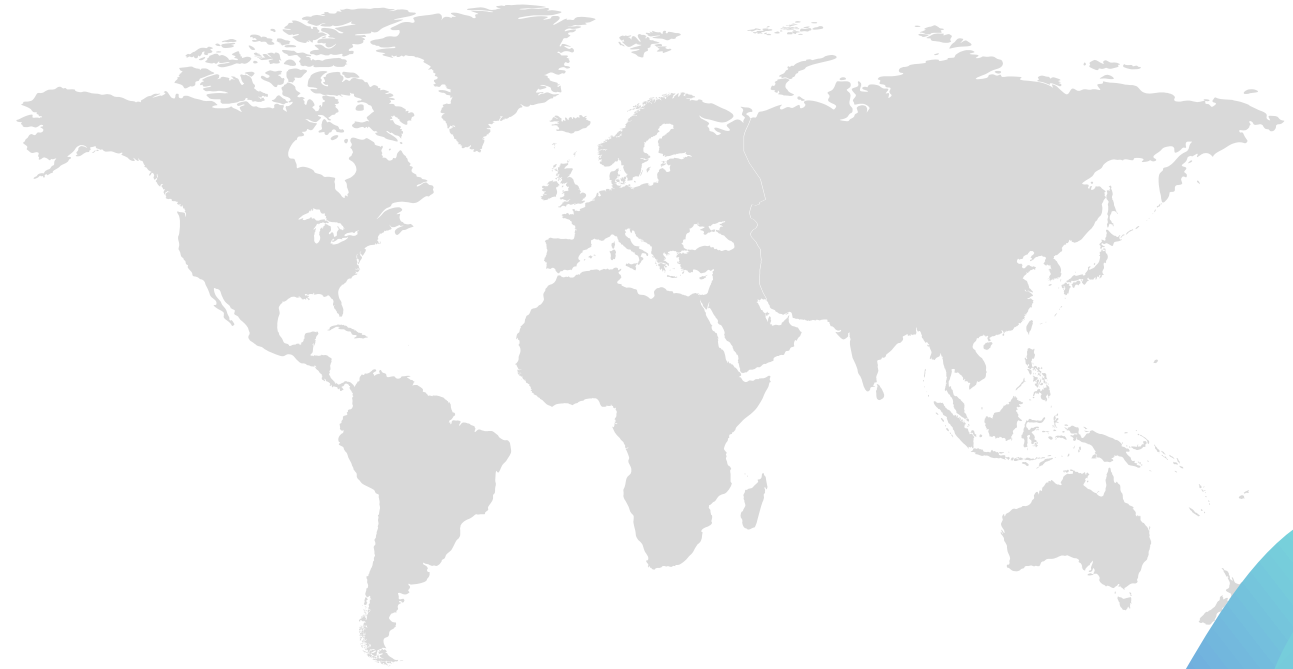


# Who Should Attend ?

*Mid-level Managers*

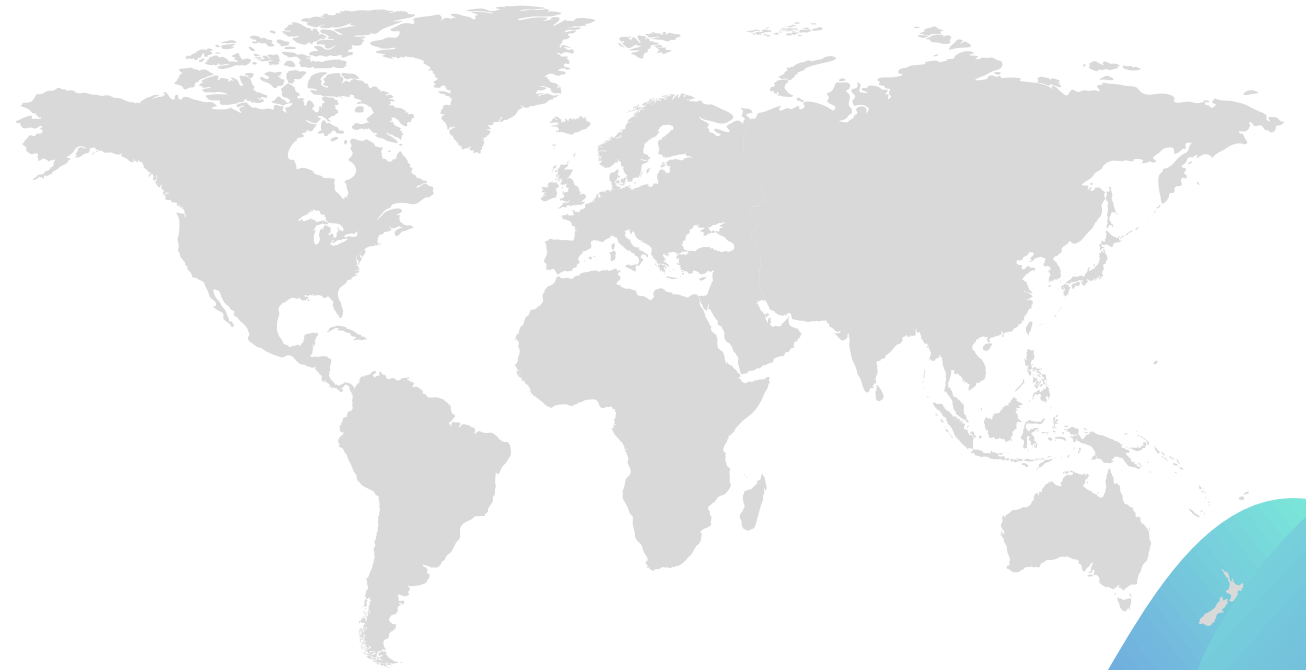
*Supervisors*

*Directors*



# Why Should You Attend ?

*As a manager sometimes it's your job to correct people. But you don't like doing it because it makes you uncomfortable. Sometimes you have to be tough with people, but you're not confident you can do it without offending. In the past, you failed because your employees got defensive. You find it difficult to know just what to say to get the behavior or performance of your employee to change. By attending this session you will learn how feedback and criticism can be more influential. You will learn how to balance praise with clear and constructive criticism.*



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