

Personal Effectiveness	
Session Code	PE06
Session Title	Receiving Feedback
Topics Covered	Using feedback as help to improve and enhance your personal reputation
Delivery	Half Day (4 Hours) - tutor led f2f or online sessions
Minimum - Maximum Number of Delegates	1-10
Who will benefit?	Employees at all levels

<p>Content</p> <ul style="list-style-type: none"> ▪ The importance of feedback ▪ The right attitude to demonstrate when receiving feedback ▪ Focus feedback on behaviour rather than the person ▪ Seeking concrete observations rather than inferences ▪ Use feedback to explore alternatives, share ideas and information (not advice) ▪ Best ways to respond to feedback 	<p>Benefits</p> <ul style="list-style-type: none"> ▪ See feedback as help and a learning opportunity ▪ Be aware of <u>what</u> we do and <u>how</u> we do it ▪ Increasing your ability to modify and change our behaviours ▪ Be more effective in our interactions with others.
---	--