

## Course Objectives & Outline

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### Feedback and Feedforward

We give and receive feedback all day everyday. However, when it comes to giving and receiving feedback in order to drive organizational performance, it is often seen as confrontational and uncomfortable, and therefore, avoided.

This workshop seeks to train participants on how to give, receive and solicit feedback in a way that leads to increased individual and organizational outcomes. Drawing from Marshall Goldsmith's concept of feedforward, participants learn to take ownership of the feedback equation to make themselves and others better.

#### **Course Objectives:**

Following the completion of this course, participants will be able to:

1. Understand the problem with feedback and how to overcome it.
2. Understand the different types of feedback including solicited, unsolicited and observational as well as how to monitor behaviors to gather and encourage continuous feedback.
3. Apply techniques of observation to get better feedback.
4. Apply the principle that the problem we often see in others is the problem we see in ourselves.
5. Apply the technique of feedforward to take the negative connotation out of feedback.
6. Understand and apply techniques to be a better listener in order to show others they matter.
7. Apply specific company information on performance standards, tools and expectations and apply coaching and feedback techniques to implement these systems.

The course follows an interactive format that caters to various learning styles. In addition, behavioral-based application and action planning is a part of every course Horizon Point facilitates.