

Check this out →

Your team need to deliver feedback as part of their role but nothing is changing as a result.

As a rule, you and your team shy away from giving feedback as you're never too sure how it's going to be received.

You get that feedback is a crucial part of development – until you're on the receiving end.

“Understanding the psychology behind feedback was a ‘penny dropping moment’ – not just for me but the rest of the team too.”



Team Leader,  
Public Body

# Feedback Skills

## Course Content

1. Introduction to psychology of feedback including the dunning-kruger effect, chemical reactions to feedback and cognitive biases
2. Reflections on personal experiences of feedback
3. Feedback models and an exploration of the benefits and drawbacks of each
4. Best practice on giving and receiving feedback

## Learning Outcomes

- Understand the impact of feedback on self-development
- Understand the filters, barriers and obstacles to receiving feedback (and how to overcome these)
- Know how to use a range of models when giving feedback
- Learn how to receive and process feedback



“I’ve learned that people will forget what you said, they will forget what you did, but they will never forget how you made them feel. “

Maya Angelou

Choose your level of investment

### Good

Self Directed Activity  
½ day workshop (On Site)  
Self Directed Activity

£2500+VAT

### Better

Self Directed Activity  
½ day workshop (On Site)  
Group Coaching (Remote)

£3000+VAT

### Best

Self Directed Activity  
½ day workshop (On Site)  
Group Coaching (Remote)  
121 coaching session per delegate (Remote)

£5000+VAT

Let's have a chat

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