

Participating in 360 Feedback

As part of the appraisal process we may have to participate in giving 360 feedback. This may mean giving feedback about a colleague or manager who you work with, but who you do not have a direct management responsibility. All those involved need to know how to give feedback correctly, so that the feedback is constructive and positive. We need to ensure that the right message is sent, so that it can be received effectively.

This practical course allows delegates to develop and practice skills in communication, coaching and understanding behaviour.

Who will the course benefit?

All those who as part of the appraisal process have to give 360 degree feedback.

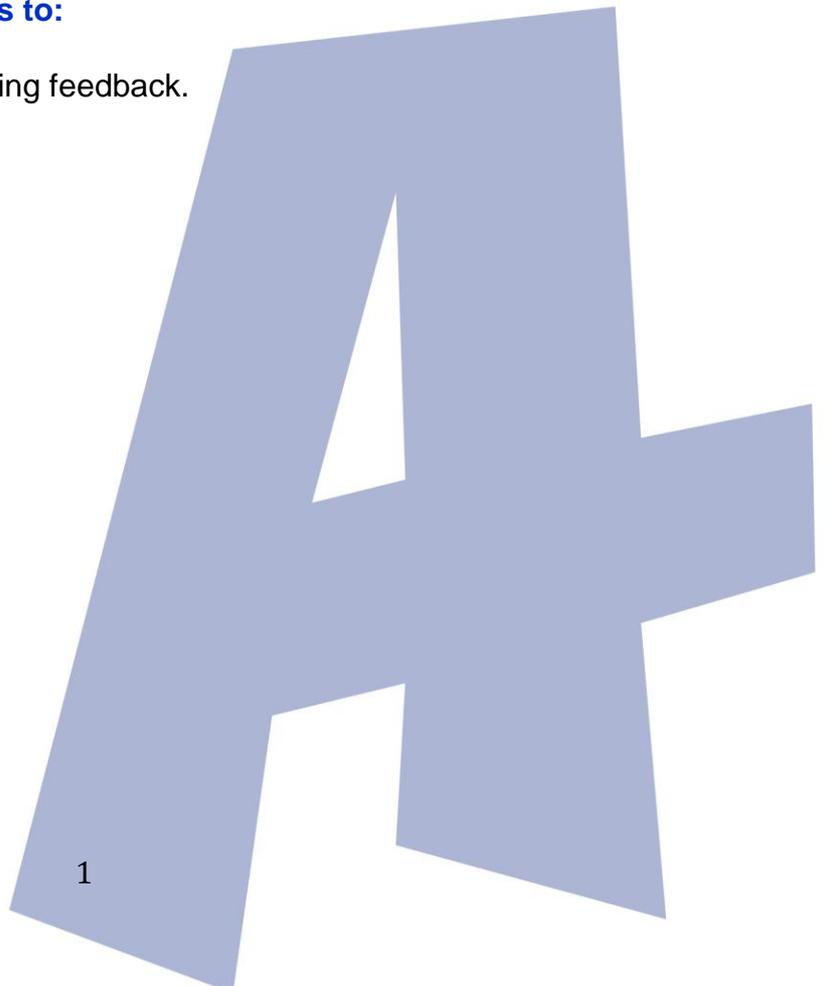
Course Objectives

To provide the skills and techniques necessary to participate in 360 degree feedback.

Course Duration: 2 hours

This course will enable delegates to:

- Identify a strategy for providing feedback.
- Using 360 degree feedback



Course Content

Communication, Receiving and Providing Feedback

- Peer and hierarchical review
- Getting the process right
- Ineffective communication
- The skills and the good 'appraiser'
- Giving sensitive feedback
- Types of feedback
- Think about the responses to your feedback
- Positive and negative areas

The Self-Development Plan

- Individual goals
- Personal evaluation of strengths and weaknesses

