



Management And Leadership

Giving Feedback and Recognition for Effective Managers

Course Introduction

Giving and receiving feedback is a critical step towards improving performance. Without communicating, successes and ways performance can be improved it is very difficult to reach goals. This is a two-way process; whilst it is important for leaders to regularly provide feedback to employees, it is equally important for employees to offer feedback to their manager and the organization. By doing so, it assists everyone by giving and having the information they need to improve and succeed in their respective positions.

The strategies on giving and receiving effective

This training course is designed to provide participants with the essential principles and strategies on giving and receiving effective and constructive feedback. This course will help lead the participants into a cycle of continuous development, and a growth mindset that can help propel their career and workplace relationships forward

Target Audience

- **Middle Management:** Managers who are responsible for overseeing teams and ensuring that team goals align with the company's objectives. These individuals often provide feedback and recognition to their direct reports.
- **Senior Management:** Senior leaders who manage middle managers and play a pivotal role in shaping the organizational culture. They are instrumental in setting the tone for feedback and recognition practices across the organization.
- **Newly Promoted Managers.**
- **Aspiring Managers.**
- **Team Leaders and Supervisors.**

Learning Objectives

At the end of this training course, participants will be able to:

- Develop the skill of giving feedback in a way that reduces anxiety and maximizes the opportunity for learning and continuous improvement on the part of the individual.
- Learn the essential attitudes or mindset that leads to effective feedback.
- Apply the principles of snapshot documentation to have a basis for honest, fair feedback
- Design an approach to give positive reinforcement that cements better performance
- Learn ways of giving feedback to avoid employee defensiveness and anger
- Understand the importance of a rewards & recognition culture
- Know how an effective manager use recognitions
- Apply various strategies to sustain a culture of recognition

Course Outline

• 01 Day One

Introduction

- What is feedback and what do you want to achieve by providing feedback?
- The Art and Science of Feedback – Why it Matters?
- The Potential Trap – When we fail to talk straight
- The Psychology of Perspective
- Unveiling blind spots with feedback
- Principles of snapshot documentation to have a basis for honest, fair feedback
- Redirection and reinforcement
- Misconceptions about feedback
- Useful feedback is detailed feedback
- Feedback – A Two-Way Process

Characteristics and Values of Great Leaders

- Characteristics of great leaders
- Values that enable feedback
- Coaching and Positive Reinforcement
- Creating a growth mindset for feedback

• 02 Day Two

Planning Effective Feedback

- Why you should plan your feedback
- Ask these questions when planning feedback
- Preparing to give your feedback
- Choosing an appropriate time and place
- Presenting your feedback
- Basic steps for giving reinforcement

Giving Feedback

- Constructive feedback as opposed to negative feedback
- The best way to formulate your feedback in order to get the best results
- What kind of feedback works and what kind does not?
- Strategies that work best in providing effective feedback to team members
- Using effective body language when giving feedback to show honesty and increase the likelihood of growth for the other person
- Techniques to deliver feedback to senior people or your managers
- Strategies should you use to deliver a key message while preserving and strengthening your relationship
- Designing approach to give positive reinforcement that cements better performance

• 03 Day Three

Receiving Feedback

- How people receive feedback
- How does knowing how to receive feedback help you to provide feedback?
- Dealing with aggressively critical people
- Disarming an aggressive criticizer using a simple yet powerful technique
- What body language posture and gestures are most suitable when receiving feedback

Handling Difficult Feedback Situations

- Identifying difficult feedback situations
- When personal problems affect performance
- When personalities clash
- When a coworkers personal habits affect your work
- When you receive overly general redirection
- Taking control of the situation

• 04 Day Four

The Importance of a Rewards & Recognition Culture

- The Monetary & Productivity Benefits
- Its Profound & Lasting Impact on an Organization

The Manager's Role

- The Influence of the Manager on Their Employees
- How Recognition & Rewards Differ
- Fostering Group Dynamics & Empowering Initiative
- How Effective Managers Use Recognition
- Recognition Techniques for Immediate Application

• 05 Day Five

Overcoming Obstacles

- Five Excuses for Not Using Recognition
- Changing Key Behaviors and Resistance
- Increasing Commitment & Dedication

Sustaining a Culture of Recognition

- Measuring & Monitoring Recognition
- Key Principles in Keeping Recognition Fresh & Meaningful
- Strategies to Keep Recognition Going

Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
May 12, 2025	May 16, 2025	5 days	4250.00 \$	UAE - Dubai
July 7, 2025	July 11, 2025	5 days	4950.00 \$	Spain - Barcelona
Oct. 13, 2025	Oct. 17, 2025	5 days	4250.00 \$	UAE - Abu Dhabi