



Course Title: *Giving Needs-Based Feedback*

Course Description

Skill in giving feedback helps leaders support the internal motivation of employees to grow their knowledge and expertise. When employee's choices clash with organizational needs, effective leaders share information and redirect efforts. Giving feedback without undermining motivation is a serious challenge for every leader.

Learning Objectives

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

- Plan and facilitate effective feedback conversations that:
 - Reliably supports performance and results
 - Takes an employee centered approach that includes a genuine two-way dialogue, clear reasons for required actions, collaboration on solutions and next steps and explicit links between a solution and the employee's psychological needs.
- Support employees' internal motivation to achieve desired results
- Improve performance by helping employees find personal benefits in organizational structure and self-generated solutions
- Receive feedback in ways that promote improved performance and maintain constructive relationships

Open to: Managers, Supervisors, Lead Workers

Competencies Addressed: Communicate Effectively, Performance Management, Building Trust and Integrity

Course Length: Four Hours