



The Psychology Behind Cultivating a Feedback Culture

This course is designed to empower busy organizational influencers with practical insights and tools to create a positive feedback culture that drives individual and organizational success. Participants will leave with a clear action plan for implementing effective feedback practices within their respective teams and departments.

Course Overview:

1. Introduction

- Welcome and course objectives
- Understanding the importance of a feedback culture in organizational success

2. The Psychology of Feedback

- Exploring the cognitive and emotional aspects of giving and receiving feedback
- Recognizing the impact of feedback on individual and team performance
- Strategies for overcoming psychological barriers to constructive feedback

3. Building a Feedback-Driven Environment

- Creating a safe and inclusive space for open communication
- Implementing feedback mechanisms that align with organizational goals
- Encouraging a growth mindset and continuous improvement

4. Feedback Models and Techniques

- Introducing effective feedback models
- Hands-on practice: Providing and receiving constructive feedback
- Tailoring feedback to different personality types and communication styles

5. The Organizational Impact

- Examining case studies of successful feedback cultures in renowned organizations
- Understanding the link between feedback culture and employee engagement, innovation, and retention
- Quantifying the ROI of fostering a feedback-rich environment

6. Action Planning and Implementation

- Developing a personalized action plan for integrating feedback practices
- Overcoming challenges and resistance within the organization
- Setting milestones and measuring progress

Benefits for Participants:

- Enhanced leadership and communication skills
- Improved ability to give and receive constructive feedback
- Increased self-awareness and emotional intelligence
- Strengthened team dynamics and collaboration

Target Audience:

Executives, Managers, Business Owners and Influencers who want to Harness the power of a High-Performance Organization that drives your Competitive Advantage.

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All courses are subject to minimum delegate numbers

Qualifying Small Enterprise
Level 2 B-BBEE Contributor
53% Black Owned

More than 51% Black Women Owned