

Duration: 2 hours 30 mins

Course level: Introductory

Delivery method: Online

Introduction

Feedback is a vital part of the communication process in business and one of the most significant ways that we can learn and develop at work. Done well, it is a two-way process that can help to motivate people and improve their performance.

Giving and Receiving Feedback provides an introduction to the 'communication cycle' and the importance of feedback within it. It also covers the different forms and styles of giving and receiving feedback. Users will discover practical tips and techniques to help them give and receive feedback positively and effectively.

Who is the course for?

Giving and Receiving Feedback is for people who are likely to become line managers. It is also suitable for those who are already in post, but have had little or no formal training and limited work experience.

There are no formal entry requirements and the easy to follow, step-by-step format of this course means participants can work at their own pace, making it ideal for anyone new to the subject.

What will you get from this course?

When you have completed this course, you will be able to:

- understand the vital importance that feedback has to play in the communication process
- consider different ways in which feedback can be communicated
- understand how and when feedback should be used
- appreciate how you can benefit from feedback received from others.

Course features

Giving and Receiving Feedback gives you a theoretical introduction to the feedback process.

The course uses a simple case study, and basic exercises such as multiple choice and true or false questions. After each exercise you'll be given feedback on how you've done.

An audio soundtrack delivers most of the content, with simple graphics and on-screen text summarising the key points.

You can print a transcript of each screen's audio component for future reference. The course also includes a glossary of business terms, an alphabetical list of business "thought leaders", and a resources section featuring links to useful online business resources.

Giving and Receiving Feedback is available for six months from the date first accessed.

Other courses you might be interested in

Leadership
Resolving Conflict
Motivation

Course code: 100594BT034

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