

# Sharing Effective Feedback<sup>®</sup>

## Using The Feedback Planner<sup>®</sup> Without Authority

**Purpose** How do you openly work with a “poor team player?” Positively handle a “negative attitude?” Objectively deal with “bad judgment?” Sensitively criticize others, including your boss, customers or peers (and keep your job)? And, how do you praise others to capitalize on their strengths? Open communication is necessary in any work environment, however feedback is often neglected or avoided. Without it, improvements may not occur.

The Feedback Planner<sup>®</sup> — a powerful and professional communication tool applied in this highly interactive workshop — shows you how to “sell” the need for change to improve a situation. The Feedback Planner reinforces understanding of the impacts and consequences of current behaviors, especially performance strengths and areas of needed improvement. This proven process does not require position-authority. Effective feedback, including constructive criticism, may be discussed with peers, management, customers, suppliers, consultants, contractors, etc.

You will develop your ability to objectively observe, collect, analyze, and discuss a situation to gain involvement and commitment to change behaviors and increase performance. Equipped with this practical way to prepare and give meaningful feedback, you will more confidently offer ideas for improvement and build your working relationships through successful communication.

**Objective** 1. **Share effective feedback (praise and constructive feedback) with peers, management, customers, suppliers, consultants, contractors, etc.**

**Audience** All professionals

**Prerequisite**  “Influencing For Business Results<sup>®</sup> (Using DiSC<sup>®</sup>)” (JC Training Program is recommended)

**Duration** 1 half-day program (1 full-day program, see “Coaching Through Effective Feedback”)

**Materials**  **Participant Workbook, including the practical tool: The Feedback Planner<sup>®</sup>**

**Feedback Planner<sup>®</sup> Job Aid (1 laminated 2-sided cardstock reference)**

**Business Results**

- Improved accountability and performance through immediate feedback
- Confidence and skill in sharing feedback with all levels
- Effective communication by describing behaviors, examples and results (versus vague or emotional judgments)
- Reinforcement of desirable performance through positive recognition



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