



## Feedback with Ease

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**overview** This one-day program focuses on the challenges of giving feedback to difficult employees.

The seminar emphasizes the challenges faced when giving feedback that is uncomfortable, awkward, or negative.

By using professional actors, a variety of cases are presented that the participants will be asked to solve.

*"Not only did the evaluation forms reflect that our people learned a lot, but managers have stopped my staff and me in the halls just to let us know how much they appreciated the program."*

*Director, Training Development,  
Fortune 500 Financial Company*

**learning objectives**

- To provide specific, observable and identifiable behaviors
- To provide feedback that is performance not personality based
- To give positive feedback that is credible and believable
- To communicate the importance of changing behaviors
- To learn a specific process for the conversation with difficult employees
- To practice applying the principles provided with professional role-players (actors)

**learning methods**

- Mini Lecture
- Individual Worksheet
- Skill Practice with Professional Role-players
- Individual Reflection
- Small Group Discussion
- Large Group Discussion
- Action Planning for Improvement

**for whom**

- Executives
- Sales Managers
- Managers
- Supervisors

**suitable for**

- Meetings
- Training Seminars
- Conventions
- Retreats
- Luncheons
- Dinners

turning information into **action**