

Art of Giving Feedback



Course Code: VTLOK1AGF

Duration: 1 Day (7 Hours)

Course Brief

The task of providing feedback can cause much unpleasantness in many of us. This may not necessarily be so provided we understand and apply proven techniques that can help us execute this "necessary evil". This course will attempt to help participants understand what is constructive feedback and guide them to not only be good providers but also good receivers of feedback. It will also touch on the delicate situations faced during the process and how to prepare appropriate action in response to the feedback.

Course Objectives

At the end of the course, you are expected to be able to:

- Understand the meaning and importance of feedback
- Know what constitutes an effective feedback
- Understand the Dos and Don'ts of giving and receiving feedback
- Identify the challenges and ways to overcome them
- Prepare appropriate action plans

Course Outline

- What is Feedback?
- Preparing the Feedback
- Steps in Giving Constructive Feedback
- Guidelines for Receiving feedback
- Handling challenges
- Action planning

Methodology

Interactive learning activities, practical exercises, group discussions, presentations, role-plays, videos, and lectures.

For Your Delight

- Refreshments are provided for morning and afternoon tea breaks.
- A Certificate of Attendance will be given subject to 90% attendance.



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Grants/Subsidies

SkillsFuture Credit

SDF Subsidy

PIC Scheme

This course is for

Public Sector - Division 1 and 2

Private Sector - All supervisors

Course Fee

S\$340.00 before GST

S\$363.80 after GST

Trainer's Profile



Mohamed Ghazali

- Certified trainer with more than 10 years of experience.
- Holds an International Diploma in Teaching & Training (IDTT, C&G (UK))
- An ACTA Trainer
- More than 30 years professional experience in a management capacity in various industries including IT, Tourism, F&B and Training and Consultancy.

Related Courses

- Communication and Relationship Management
- Effective Communication Skills

Four Ways to Register

- 1) **By e-mail/Fax**
Download Registration form
- 2) **Online Sign Up via our website**
- 3) **By HRMS-2 / ACE System**
For government ministries on HRMS-2 or ACE portals inform your Training Coordinator of our Course Code and Course Date. Be sure to inform them that the Training Provider is Oaks Training (GIL Consultancy Pte Ltd)
- 4) **By Phone: Call 6423-1183**