International School of Communication

www.isoc.com/feedback-course

# Giving and Receiving Feedback

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| **Face to Face** | ISOC London or Dubai |
| **Live Online** | ISOC Studio via Zoom |
| **Contact** | training@isoc.com |
| **Price** | $695 +VAT |
| **Duration** | One day |
| **Dates** | isoc.com |

SHORT COURSES
FOR PROFESSIONALS

# Giving and Receiving Feedback

## Course overview

**This practical training course covers the spectrum of soft skills and interpersonal intelligence around the art of giving and receiving feedback. You will learn how to plan and prepare strategically to give feedback, anticipate emotional and psychological barriers in the feedback process, and how you yourself can grow and improve by becoming receptive and active when others give you feedback. You will learn how to recognise and adapt your feedback style, navigate proven feedback models, and implement practical strategies in your everyday work.**

You can join us either face to face or live online. The classroom version runs in London and Dubai as a one-day course. The online version is divided into two half-days and hosted live on Zoom from the ISOC studio.

Dates and booking: isoc.com

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## LEARNING OUTCOMES

**After this course, you will be able to:**

- Understand how feedback styles work, and how to adapt your own style
- Identify and avoid known pitfalls and barriers when giving feedback to others
- Navigate emotional and psychological dynamics around feedback
- Implement models proven to drive effective outcomes from feedback
- Receive incoming feedback in a positive frame that empowers your own growth

# Who should attend?

This is a universal course designed for learners in a wide range of roles and levels. Learning is pitched at a core level, designed to help you analyse core concepts and execute universal skills.

This course is recommended for anyone who wants to leverage the feedback process to get the best positive improvement out of themselves and others.

# Course agenda

## Understanding feedback

**This module covers the core concepts around the dynamics and importance of giving and receiving effective feedback in the context of performance improvement as well as personal development. Topics include:**

- Styles of feedback, and the importance of adapting your style
- Feedback vs criticism
- Developing the habit of asking for feedback
- Barriers to giving feedback

## Giving feedback

**This module covers how to approach and prepare for the task of giving feedback in a way that maximises its effectiveness, as well as how to remain present and mindful in the delivery of feedback.**

- The Situation-Impact-Behaviour (SBI) feedback model
- The Feed Forward model
- Working with a Feedback Matrix
- Managing and resolving conflict in feedback

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# Receiving feedback

**This module covers how to cultivate a constructive mindset that is receptive to feedback and inclined to frame it not as a threat but as ingredients for positive improvement. Topics include:**

- The three blockers that stop us from accepting and acting upon feedback (two psychological, one biological)
- Understanding the emotions a person feels when anticipating feedback
- The Shock-Anger-Resistance-Acceptance (SARA) model of impact phases
- Six practical strategies on how to receive feedback

# Training at ISOC

## About ISOC

The International School of Communication is a private institution of higher learning.

We run training centres in London and Dubai and also train in-house for clients in more than 75 countries.

ISOC has been delivering specialist courses on communication for more than 20 years. We work for public and private organisations of all sizes, including blue-chip companies and national governments.

We are inspected and accredited by two UK government-regulated training authorities: Pearson Edexcel and the British Accreditation Council (BAC).

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## WHAT TO EXPECT

**Learning at ISOC is fun, stimulating and effective**

- Classes are based on interactive learning not lectures
- Training is built on real-world skills, not abstract theory
- Courses are short and intensive, designed for busy professionals
- Content is updated to continually to reflect innovations in best practice
- ISOC Accredited Trainer Programme faculty are top industry professionals, not academics

**ISOC courses are fun, stimulating, interesting, and designed around practical skills that you can put to work straight away**

# International School of Communication

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