

Training Matters Associates

**Inspirational Training
Unlocking
People's Potential**



TMA WORKSHOPS



WORKSHOPS

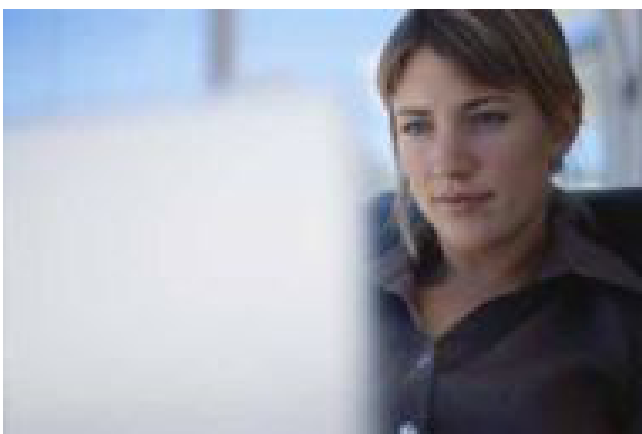
The workshops are available as a series of one day workshops. Workshops can be run back to back to create a series of 2-5 day programmes.

Workshops can be run in house or through our open workshop programme.

Workshops can be integrated to run alongside any existing workshops you currently run to complete and create your own management development programme.

We offer a service to re-write any workshops to create a fully bespoke solution that matches with such elements as corporate culture and values and competency frameworks.

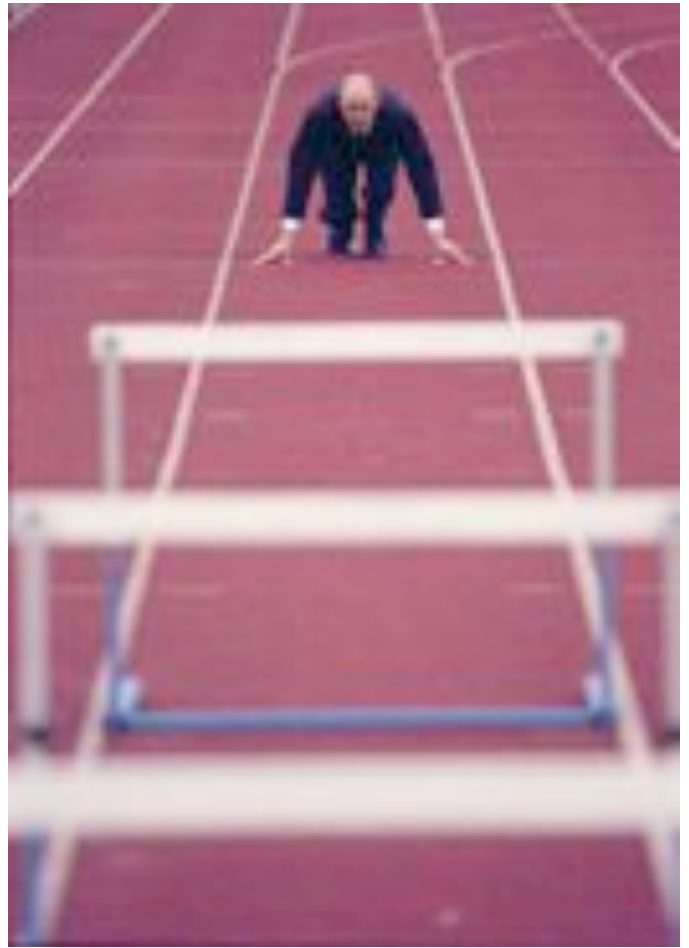
We will design any additional workshops as required to cater for any special requirements you may have.



Training Matters Associates



Inspirational Training Unlocking People's Potential



Sustainable competitive advantage for any organisation is created by maximising the potential of managerial and leadership talent.





TMA WORKSHOPS

STRATEGIC LEADERSHIP	BEING A LEADER—PERSONAL IMPACT	LEADERSHIP—CREATING DIRECTION
INTRODUCTION TO ACTION CENTERED & SITUATIONAL LEADERSHIP	WHAT IS COACHING	COACHING FOR PERFORMANCE MANAGEMENT
APPRAISAL TECHNIQUES	MEETING SKILLS	TIME MANAGEMENT
COMMUNICATION SKILLS	PRESENTATION SKILLS	CHANGE MANAGEMENT
DECISION MAKING AND PROBLEM SOLVING	TEAM BUILDING	ASSERTIVENESS
DEVELOPING A TEAM MOTIVATION	GIVING & RECEIVING FEEDBACK	LEADING A TEAM
PLANNING TECHNIQUES	STRESS MANAGEMENT	

Training Matters
Associates

Inspirational Training Unlocking People's Potential



Strategic Leadership

In this workshop we are going to focus on strategic leadership i.e. those aspects of leadership that are needed in organisations in order for there to be growth and development within teams which in turn improves productivity.

There are many approaches to understanding leadership, and the subject has developed over the centuries to its present state, which is largely concerned with:

- ◇ Providing Direction
- ◇ Unlocking human potential
- ◇ Achieving worthwhile outcomes

Observation of individuals who seem to be effective suggests that there are a number of characteristics which are displayed on a consistent basis. These characteristics form the basis for the competence approach to leadership development.

Who is it for?

Anyone with managerial responsibility

Workshop Aim

To explore and understand the core competencies of Leadership and transfer this learning to the working environment

Workshop Agenda

- ◇ Session 1 – Seven core Competencies of Leadership
- ◇ Session 2 - Leader v Manager
- ◇ Session 3 - The Leadership Process Hierarchy
- ◇ Session 4 - Levels of Leadership

Personal Learning Outcomes

- ◇ To provide participants with a structured overview of the seven areas of competence which leaders at all levels need to possess
- ◇ To enable participants to identify their personal strengths and areas for development with regard to the seven core competencies
- ◇ To understand the relationship between leadership and management
- ◇ To identify in their own activity the extent to which they are acting as leaders as well as managers
- ◇ To differentiate between leadership and management processes
- ◇ To gain an awareness of the differences between transactional, transformational and transcendent leadership processes

Training Matters Associates

Inspirational Training Unlocking People's Potential



Being a Leader—Personal Impact

A key area for strategic leaders to address is that of self-awareness. In light of the growing realisation of the importance of emotional intelligence, it is essential that the strategic leader is aware of his or her strengths, weaknesses and preferences in terms of both how he or she likes to operate and the people with whom he or she can work most effectively.

Also the issue of external factors such as opportunities and possible threats is also worthy of consideration.

Who is it for?

Anyone with managerial responsibility

Workshop Aim

To provide participants with a balanced view of their personal strengths and areas for development in terms of leadership

Workshop Agenda

- ◇ Session 1 – Understanding your personal strengths, weaknesses, opportunities, threats and preferences
- ◇ Session 2 - Exposing selective weaknesses to build rapport
- ◇ Session 3 - Do People Trust You?

Personal Learning Outcomes

- ◇ To provide participants with a balanced view of their personal strengths, possible weaknesses, personal opportunities and possible threats to their progress as a leader
- ◇ To understand the principles of exposing selective weaknesses
- ◇ To develop an appropriate strategy to expose selective weaknesses in order to build rapport
- ◇ To understand the nature of trust in terms of leadership
- ◇ Participants will assess their own position regarding the trust they inspire on a simple three part model
- ◇ To identify ways in which they can improve the level of trust they create

Training Matters Associates

Inspirational Training Unlocking People's Potential



Leadership—Creating direction

Leadership and vision are synonymous, and most leadership models point to the importance of having a sense of direction (goal setting), creating and sharing a vision, and inspiring people through communicating that vision.

This session is about exploring your current thinking in relation to goal setting, your skills at planning how you will achieve your goals and also what your vision of success is currently and what actions you need to take to make that vision become reality.

Who is it for?

Anyone with managerial responsibility

Workshop Aim

To enable participants to create effective strategic goals to develop momentum and effectiveness in their overall personal and team performance

Workshop Agenda

- ◇ Session 1 – Strategic Goal Setting
- ◇ Session 2 - Creating your Strategic Map
- ◇ Session 3 – The Power of Compelling Vision

Personal Learning Outcomes

- ◇ Create effective strategic goals
- ◇ Produce a set of goals which are congruent and which do not conflict
- ◇ Develop the ability to map strategic goals in graphical terms
- ◇ Create a process to express both single-thrust and multiple-thrust goals in a visual format
- ◇ Develop an awareness of the current starting point, the resources available, and allies and supporters for the goal achievement process
- ◇ Understand the fundamentals of creating a vision
- ◇ Appreciate how effective they are at visioning

Training Matters Associates

Inspirational Training Unlocking People's Potential



Introduction to action centred and situational leadership

Leadership is a collection of qualities and attitudes that promotes action in other people. It is being able to help people to see your vision of success and want it almost as much as you do.

Inspiration and vision are key parts of leadership.

However, a good leader has other qualities – integrity, intelligence, initiative, assurance and the ability to both see the big picture and work on the detail to ensure great results.

There are various styles of leadership and the people that make up the team will be influenced according to the leader's chosen style. However it is important that the leader understands the needs of his/her team and takes them through a staged development to enable them to perform at their best.

Being a good leader is not merely being able to jolly the team along, but requires attention to several different things. Professor John Adair developed his well known 'Three Circles' to show how three major activities coincide. This is known as 'Action Centred Leadership'

This theory is based on three components of a team: the task, the group and the individual

These three overlap and the task of the team leader is to balance all three to create the most effective team.

Paul Hersey and Ken Blanchard identified that there are 4 stages of Situational Leadership and managing staff and the follower has differing degrees of need in each. The degree of control is in direct ratio to the stage that the employee has reached, but does get less as the employee moves forward. It is vitally important to remember though that none must ever be relinquished.

This workshop will look at how the application of the above theories in the workplace can improve the performance of teams through effective management.

Who is it for?

Anyone with managerial responsibility

Workshop Aim

To gain an understanding of what Leadership means, and how to apply Action Centred & Situational Leadership skills in the team

Workshop Agenda

- ◇ Session 1 – Understanding Leadership
- ◇ Session 2 – Action Centred Leadership
- ◇ Session 3 – Situational Leadership

Personal Learning Outcomes

- ◇ Recognise qualities of an effective leader
- ◇ Define and recognise the importance of balancing key areas – i.e Task, Team and the Individual
- ◇ Define and recognise your Leadership Style

Training Matters Associates

Inspirational Training Unlocking People's Potential



What is coaching?

Development of the team can no longer rely on individuals only attending training events. More and more the immediate line manager is responsible for the development of their team members. This means that coaching skills are now vitally important tools to have in the manager's toolbox. This course should enable managers to have the skills to coach their staff to greater levels of competence, boost individuals' confidence, and thus improve the long-term objectives of the team in order to achieve required company expectations of performance.

Who is it for?

For managers and supervisors who have a responsibility to develop their staff and ensure individuals performance is maximised.

Workshop Aim

To recognise the value of coaching in a variety of business and personal settings. To have an understanding of the different skills required to coach effectively.

Workshop Agenda

- ◇ What is Coaching?
- ◇ Learning styles
- ◇ Developing coaching questioning techniques
- ◇ Listening skills
- ◇ GROW model
- ◇ SMART goal setting
- ◇ Constructive feedback
- ◇ Practical sessions using workplace situations

Personal Learning Outcomes

- ◇ Identify appropriate management style for coaching individuals
- ◇ Set coaching objectives which are SMART
- ◇ Develop competence and confidence in conducting coaching situations
- ◇ Deliver constructive, quality feedback when coaching staff

Training Matters Associates

Inspirational Training Unlocking People's Potential



Coaching for performance management

All competent managers require specific skills to proactively develop both individuals and teams. A vital aspect of their role involves performance management. This is essentially an on-going process requiring continuous monitoring and adaptation.

One of the most cost effective ways a manager can improve the skills and overall performance of his or her team is by coaching. With this in mind the workshop aims to explore the main ingredients for performance management coaching success. We will also seek to get individuals to think about the prevailing “coaching culture” in their organisations, and how that might impact on them.

Who is it for?

Individuals who in any capacity are responsible for their staff's continuing development, to ensure business outcomes are maximised

Workshop Aim

To consolidate and extend the skills of course participants and enable them to bring about embedded beneficial changes in business culture

Workshop Agenda

- ◇ What is coaching?
- ◇ When to coach
- ◇ How people learn
- ◇ The learning ladder
- ◇ Key steps for performance management coaching
- ◇ Ask, don't tell
- ◇ Giving effective feedback

Personal Learning Outcomes

- ◇ Identify organisational coaching culture and how this impacts on individuals performance
- ◇ Devise “skill/will” matrix for teams
- ◇ Understand how people learn and identify individual learning style
- ◇ Create an individual learning ladder
- ◇ List the six steps to effective performance coaching
- ◇ Understand the three questioning techniques cascade levels

Training Matters Associates

Inspirational Training Unlocking People's Potential



Appraisal techniques

Appraisal interviews provide the opportunity for managers/supervisors to motivate their staff. The key objective of any appraisal interview should be to develop staff not just focus on areas of weakness or apply blame. If appraisals are done well the appraisee should be able to form an objective view of their past performance and identify areas for future development, which includes career progression.

Who is it for?

Managers or supervisors who are involved in the appraisal process and who wish to become more effective

Workshop Aim

To enable participants to conduct positive and effective appraisal interviews.

Workshop Agenda

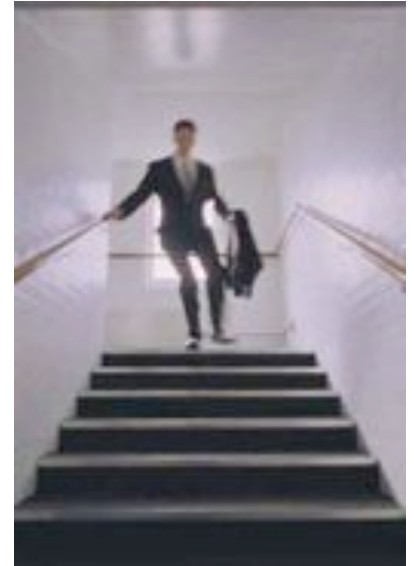
- ◇ Why conduct Appraisals – selling the benefits?
- ◇ Developing face to face skills
- ◇ Assessing performance - what Appraisal Meetings should include
- ◇ Advantages, Problems & Fears
- ◇ Dealing with difficult situations
- ◇ Practice Scenario's

Personal Learning Outcomes

- ◇ Identified Advantages, Problems & Fears of Appraisal interviews
- ◇ Improved face to face communication/ interview skills
- ◇ Listed what appraisal interviews should include
- ◇ Compiled strategies for dealing with difficult situations
- ◇ Had the opportunity to conduct an appraisal interview in a safe environment

Training Matters Associates

Inspirational Training Unlocking People's Potential



Time management

Managers/supervisors are increasingly being asked to achieve higher levels of performance under increasing time pressures. This workshop is designed to enable managers and staff to make more productive use of their time at work. The principles can also be applied to personal life outside of work to provide quality time for themselves, their family and friends.

Who is it for?

Managers and supervisors who are responsible for their own work scheduling and the effective performance of their staff.

Workshop Aim

To improve personal performance and effectiveness by use of Time and Self Management strategies

Workshop Agenda

- ◇ First Steps – Understanding what Time/Time Management is
- ◇ The Tools – Aids to help you get organised
- ◇ Prioritisation – How to be effective with your time
- ◇ Time Stealers – What are they/how to handle

Personal Learning Outcomes

- ◇ Identify and overcome the primary causes of poor time management for yourself and your team.
- ◇ Identify time wasters and personal preferences that affect performance in the workplace.
- ◇ Prioritise your tasks and cope more effectively with day-to-day demands and pressures.
- ◇ Learn to plan ahead and use your time more effectively to increase personal and team productivity.

Training Matters Associates

Inspirational Training Unlocking People's Potential



Communication skills

Effective communication will enhance every aspect of your life, whether in the workplace, on the domestic front or in our social lives. This session looks at why we communicate in the way we do and why sometimes our communication is ineffective. Once you understand this you can monitor your communications and start to apply the appropriate behaviours.

Communication is part of our everyday working lives; it tends to be something that we take for granted, often with little thought given to the processes involved.

The purpose of communication is not simply to transmit information; it is to achieve a result!

This workshop is one of a series of communication skills programmes which each focus on a different aspect of communication.

Who is it for?

Managers/ supervisors or newly appointed team leaders who communicate with others on a day to day basis in workplace situations, and who are looking to improve their effectiveness by developing new skills.

Workshop Aim

To enhance your professional and personal communication skills in order to be more effective when communicating in any given situation.

Workshop Agenda

- ◇ Consequences of ineffective communication
- ◇ The Iceberg – where does our behaviour come from
- ◇ Transactional Analysis
- ◇ Personal Communication Style Questionnaire

Personal Learning Outcomes

- ◇ List consequences of ineffective communication
- ◇ Identify behaviours that affect communication
- ◇ List the different key concept states of transactional analysis
- ◇ Identify personal communication style

Training Matters Associates

Inspirational Training Unlocking People's Potential



Presentation techniques

The ability to deploy professional presentation skills is not an end in itself – it is a means to an end. It is a tool to ensure that communication happens effectively.

Who is it for?

For managers and supervisors who have to make impact by use of presentations in the working environment

Workshop Aim

To enable participants to improve their communication skills when making presentations. To practise presenting a “live” session in a safe environment

Workshop Agenda

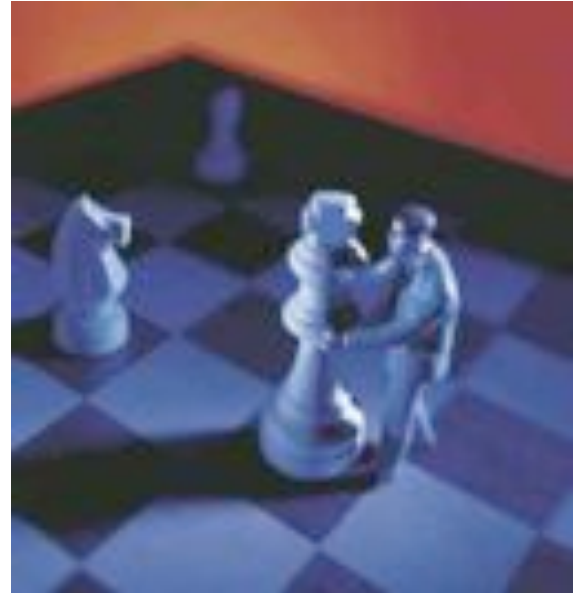
- ◇ Communications – what are they?
- ◇ What makes an effective presenter?
- ◇ Do's/Don'ts of presentation
- ◇ Audience & Objectives
- ◇ Planning & Structuring
- ◇ Body Language
- ◇ Visual Aids
- ◇ Managing Nerves
- ◇ Handling questions
- ◇ Live Presentations

Personal Learning Outcomes

- ◇ Plan and prepare presentations more effectively
- ◇ Handle difficult situations with confidence
- ◇ Communicate your message clearly and enthusiastically
- ◇ Use visual aids to enhance the presentation

Training Matters Associates

Inspirational Training Unlocking People's Potential



Change management

- ◇ To develop a range of skills and techniques for managing change.
- ◇ To develop a process for managing change.
- ◇ To apply the techniques required to implement the change process.

Who is it for?

For managers and supervisors who are involved in managing change

Workshop Aim

This course is aimed at developing a practical understanding of the processes involved in the management of change, to enable delegates to implement change effectively in the workplace

Workshop Agenda

Change and the organisation

- ◇ the pressures for and against change
- ◇ internal and external factors
- ◇ how change affects organisations

Change management skills

- ◇ understanding resistance to change
- ◇ managing resistance
- ◇ identifying and dealing with the issues

Change management techniques

- ◇ a four-stage framework for the change process
- ◇ planning and controlling the change
- ◇ project management

Personal Learning Outcomes

- ◇ Use change management techniques to provide a structured approach when implementing change
- ◇ Understand people's reaction to change
- ◇ Employ the change curve and change rollercoaster models to understand what people experience during change and be able to respond appropriately
- ◇ Identify strategies for overcoming resistance within themselves and others

Training Matters Associates

Inspirational Training Unlocking People's Potential



Assertiveness

It is not always easy to manage interactions with other people. Sometimes you may feel you need to gain greater respect from your colleagues. Sometimes you may find it hard to express yourself clearly. Emotions often govern our behaviour and can have major impact on how we communicate or how we are perceived by others. Assertiveness is much more than just a set of techniques. It is about developing an attitude and set of personal values that can empower and liberate you, giving you a new found confidence when dealing with others.

Who is it for?

Anyone who wishes to improve their personal effectiveness in both work and social situations by behaving in a more confident manner

Workshop Aim

To provide practical guidance to anyone who needs to maximise the potential of creating constructive interactions with positive outcomes

Workshop Agenda

- ◇ Awareness of Different Styles of Behaviour
- ◇ What is your Style and Behaviours
- ◇ Introduction to Transactional Analysis
- ◇ Perceptions
- ◇ Handling Difficult Situations
- ◇ How are You Communicating
- ◇ Using Assertive Techniques

Personal Learning Outcomes

- ◇ Identify different behaviours and know the best approach to use when dealing with others
- ◇ Handle difficult situations and people with confidence
- ◇ Be able to overcome criticism, confrontation, anger and negativity assertively
- ◇ Praise effectively and positively.
- ◇ Be able to say NO without feeling guilty
- ◇ Develop techniques to build better working relationships.
- ◇ Understand the link between assertiveness, self-esteem and confidence.
- ◇ Develop a more confident approach to your work

Training Matters Associates

Inspirational Training Unlocking People's Potential



Decision making and problem solving

The activities in this workshop are designed to help managers develop their understanding of the key principles involved in decision making and problem solving at work.

Who is it for?

For managers and supervisors who have to make decisions and solve problems

Workshop Aim

The purpose of this workshop is to help you assess your level of ability in some of the key behaviours related to decision-making and problem-solving.

Workshop Agenda

- ◇ Key principles of decision-making
- ◇ Key principles of problem-solving
- ◇ Fishbone analysis
- ◇ Brainstorming
- ◇ Evaluating options
- ◇ Decision-making styles

Personal Learning Outcomes

- ◇ To create an initial benchmark of effectiveness in each area of decision-making and problem solving
- ◇ Be able to identify possible causes of problems and develop a process for successfully overcoming
- ◇ An improved understanding of the process of brainstorming and the associated good behaviours
- ◇ A greater understanding of the different styles that can be used when making decisions

Training Matters Associates

Inspirational Training Unlocking People's Potential



Team building

Picking high performers on an individual level will not guarantee that you get a successful team. The key to successful teams is people who are willing to work together and share the successes.

As a manager who needs to run a successful team you may have to work with the material you already have – so how do you turn a group of people who are already assigned to your department into a successful team?

The situation is not uncommon and there are a number of ways of approaching it, but there are a few key factors on the ladder to success that today's workshop will examine.

One thing you can be assured of your personal approach and style is a big factor in the building of a successful team. If you get this right the rest is comparatively easy. Being a great team manager is not easy but can be enormously rewarding.

This workshop will take a look at you and your team and the process of moving from a group to a team. It will also focus on your role in developing team players.

Who is it for?

For managers and supervisors with the responsibility for the performance of others

Workshop Aim

To enable participants to understand how to build an effective team that can deliver results

Workshop Agenda

- ◇ Team Building - Personal Benefits
- ◇ Team Building - Team Benefits
- ◇ Team Circles
- ◇ Groups versus Teams
- ◇ The stages of team development
- ◇ Team Roles
- ◇ Team Development

Personal Learning Outcomes

- ◇ Identify personal and team benefits that underpin building an effective team
- ◇ Differentiate between how groups and teams work
- ◇ Understand and apply Tuckman's model of Team Evolution
- ◇ Understand the characteristics of well-functioning teams

Training Matters Associates

Inspirational Training Unlocking People's Potential



Leading a team

Once you have your staff assembled there is no guarantee that they are going to suddenly become a high performance team.

Having the title 'team' doesn't make people a team either. There are people that have worked in the same department for years and still don't work as a team.

Teams need support and they need information, coaching and encouragement to operate effectively. They also need to understand that there are certain operating requirements that turn a group into a team. The interesting fact is that if you treat people as though they are a team, they will usually live up to your expectations! However, this doesn't mean that you won't need to invest some effort in coaching your team members in the essential skills of teamwork.

In order that your team is effective on an operational level we'll be exploring the mechanics of team working – what key skills are required and how to ensure your team has these.

Who is it for?

For managers and supervisors with the responsibility for the performance of others

Workshop Aim

To enable participants to understand how to lead an effective team

Workshop Agenda

- ◇ The Balanced Leader
- ◇ Leadership Styles
- ◇ Varying your style
- ◇ Trust & respect
- ◇ Personal power
- ◇ Transforming leaders

Personal Learning Outcomes

- ◇ Understand the difference between leadership & management
- ◇ Identify how to use different leadership styles to get the best from your team
- ◇ Understand the concept of the "transforming leader" to create an environment that encourages empowerment

Training Matters Associates

Inspirational Training Unlocking People's Potential



Developing a team—motivation

We all need a motive for action, or motivation as it is normally called, and to be a winning team means that individuals in the team need it by the bucketload. When times get tough and the pressure is on, it will be down to the commitment and energy of individuals to deliver a consistent level of service, no matter what.

Who is it for?

For managers and supervisors with the responsibility for the performance of others

Workshop Aim

The purpose of this workshop is to help you assess your level of ability in some of the key behaviours related to motivating others .

Workshop Agenda

- ◇ Motivating behaviours
- ◇ Completing a motivation profile
- ◇ Ideas for improving motivation
- ◇ Measuring motivation
- ◇ Motivation theories
- ◇ Finding hidden motivators
- ◇ Personal motivators
- ◇ The impact of self-esteem
- ◇ Motivators at work
- ◇ Motivating my team

Personal Learning Outcomes

- ◇ Identify areas of motivation that need personal development
- ◇ Understand the factors that affect each team member's motivation
- ◇ List the issues affecting poor motivation and compile strategies to overcome
- ◇ Understand the theory of Maslow, Herzberg and McGregor

Training Matters Associates

Inspirational Training Unlocking People's Potential



Planning techniques

Organisations only survive if they can simultaneously manage change, maintain a degree of stability, minimise confusion and establish a sense of direction. Organisations that achieve this are much more likely to progress and grow.

Effective planning is a key factor in the success of any organisation. Three main benefits of planning are:

- ◇ The identification of future opportunities
- ◇ The anticipation and avoidance of future problems
- ◇ The development of courses of actions, strategies and tactics to achieve objectives

This workshop is designed to enable managers/supervisors to plan more effectively in order to achieve objectives efficiently within time frames or deadlines.

Who is it for?

Anyone who has to work to deadlines, or is responsible for the planning of team/department task objectives.

Workshop Aim

To improve personal performance and effectiveness by use of constructive and appropriate planning techniques

Workshop Agenda

- ◇ Advantages/Disadvantages/Barriers
- ◇ Planning for Change – useful questions to ask
- ◇ Breaking Goals Down – GAP analysis and the stairway to success using SMART objectives

Personal Learning Outcomes

- ◇ Identify Advantages/Disadvantages/Barriers related to planning activities
- ◇ Create a “bench” of pre-defined questions to use when planning
- ◇ Explain the value of breaking down goals into smaller chunks

Training Matters Associates

Inspirational Training Unlocking People's Potential



Stress Management

Different people respond to stress in different ways. There is no definitive checklist of symptoms. It is possible to identify the more typical reactions that people have when they are experiencing stress and these can provide an early warning before the onset of more serious problems.

This workshop is aimed at helping those who manage staff to understand their responsibility under current Health & Safety regulation.

Who is it for?

For people who are managing/supervising others in the workplace and need to assess and manage stress risks to meet their legal and HSE compliance

Workshop Aim

To provide participants with an understanding of their responsibilities in managing stress risks within the workplace

Workshop Agenda

- ◇ Definitions – what is stress?
- ◇ Identifying the signs and symptoms of stress
- ◇ The difference between stress and pressure
- ◇ How do you rate on stress levels?
- ◇ What is your current stress situation in your organisation? What's the cost?
- ◇ How do you manage it? Stress support structure – current practice
- ◇ Creating the climate to talk about stress and identify areas for development
- ◇ What are the difficulties? How to overcome them.
- ◇ Strategies for support
- ◇ HSE requirements Stress prevention – the six key risk factor areas
- ◇ How does your organisation match up to the HSE Stress Management Standards?
- ◇ Reaching these standards
- ◇ Effective communication – making it work for all

Personal Learning Outcomes

- ◇ To understand and identify what stress is and how it can affect people.
- ◇ To understand the standards required under Health and Safety at Work.
- ◇ To create a positive environment in the workplace to help prevent stress.
- ◇ To understand how people need to be supported when suffering from stress.
- ◇ To know how to conduct discussions with staff suffering from stress.
- ◇ To create an Action Plan in relation to managing stress in the workplace.

Training Matters Associates

Inspirational Training Unlocking People's Potential



Giving and receiving feedback

Feedback is essential. Without it learning and, hence, performance improvement cannot take place. Giving feedback is, therefore, a vital part of a manager's job. It is also often the weakest link in the manager's tool box.

Who is it for?

For managers and supervisors who have to give feedback as part of their management role e.g. appraisals or performance management situations.

Workshop Aim

To build an understanding of the characteristics and differences between constructive feedback, praise and criticism. To explain the importance of constructive feedback. and to build an awareness of "good practice" guidelines for providing constructive feedback.

Workshop Agenda

- ◇ What is Feedback?
- ◇ Providing constructive feedback
- ◇ Praise or Criticism
- ◇ Why is feedback important?
- ◇ Do's & Don'ts
- ◇ When to give feedback
- ◇ Language
- ◇ Effective & Ineffective feedback
- ◇ Practise sessions

Personal Learning Outcomes

- ◇ To build an understanding of the characteristics and differences between constructive feedback, praise and criticism
- ◇ To explain the importance of constructive feedback
- ◇ To build awareness of "good practice" guidelines for providing constructive feedback

Training Matters Associates

Inspirational Training Unlocking People's Potential



CONTACT US

Training Matters Associates
27 Hullet Close
Appley Bridge
Wigan
Lancashire
WN6 9LD

Telephone
01257 251 285

Email
info@tmassociates.co.uk

Web
www.tmassociates.co.uk

Training Matters Associates

Inspirational Training Unlocking People's Potential