

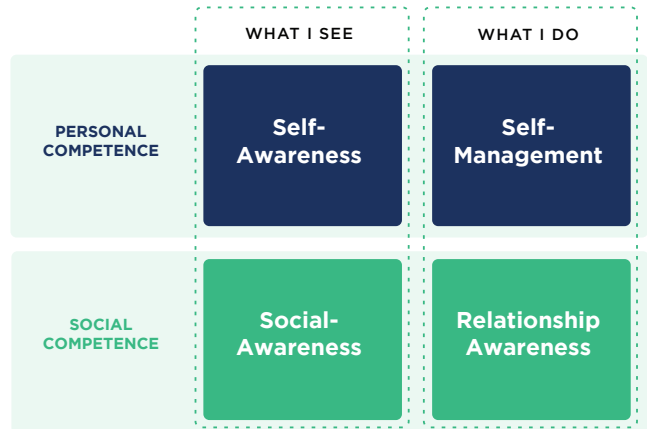
EQ IN ACTION

GIVING AND GETTING BETTER FEEDBACK

Giving and getting feedback effectively is hard because feedback is emotional. What helps, among other core EQ practices, is if we can step into the other person's shoes. This essential social awareness strategy provides a clearer understanding of how to go about feedback discussions, so they are received well, lead to the change we seek, and strengthen the relationship moving forward.

We use our social awareness to prepare to have these conversations, asking ourselves questions like: What is this person up against? How do they prefer to receive feedback? What will make them care? What might make the person defensive? What can motivate them to act on the feedback?

We also use our social awareness while executing feedback conversations by accurately observing the communication data at hand and adjusting as needed. If the other person becomes observably agitated, they're likely not taking the feedback well. How we adjust in the moment in accounting for this new observational data to ensure our feedback lands effectively, is founded on our emotional intelligence skills, especially social awareness, and in the case of adjusting behavior, self-management.



“Often, there is a difference between how you see yourself and how others see you. This gap offers a rich source of lessons if you are open to feedback from others.”

Dr. Travis Bradberry & Dr. Jean Greaves,
Emotional Intelligence 2.0

COURSE DETAILS

This 2-hour interactive session is designed to equip learners with effective strategies for delivering constructive feedback with empathy and receiving feedback gracefully. Participants leave the session more skilled, more confident, and with practical tools that can be applied immediately to enhance performance, relationships, and drive results through feedback.

LEARNING OBJECTIVES

- ✓ Learn mechanics to make feedback more effective.
- ✓ Explore important ingredients in the feedback exchange.
- ✓ Practice crafting and delivering feedback.

LEARNING OUTCOMES



Increased empathetic understanding of the impact of feedback:

Participants will be able to articulate the reasons feedback can evoke strong emotional responses in both the giver and receiver and recognize the psychological and emotional factors that influence how feedback is perceived and processed.



Enhanced feedback technique:

Participants will get experience using a structured model of feedback delivery and learn research-backed strategies for making feedback more constructive and actionable.



Improved confidence in delivering and seeking feedback:

Participants will acquire practical techniques for delivering and soliciting feedback.

GET STARTED

Click here to learn more about EQ in Action, our new suite of programs designed to address critical challenges in any organization, or contact us at 1-888-818-SMART.