

Giving & Receive Feedback Training Course Brochure

1 Day Practical Workshop



Contents

Course Overview	2
Why Choose DCM Learning	3
Course Objectives & Benefits	4
Course Content	5
Trainer Profiles.....	6
Who We Work With	8
Contact Details	9



The Right Fit.....For You

Giving and receiving feedback is some of the most important communication you can engage in with members of your team.

When done correctly and with the right intentions, feedback communication, whether up, down or laterally can lead to performance greatness. All team members have to know what they are doing well and not so well. To be successful feedback should be delivered confidently, carefully and frequently.

Giving feedback is a skill and the aim of this course is to help the team be more confident, enhance the existing skills of the team and shift their mindset to be more solutions driven.

During the session we will explore tips for giving and soliciting feedback, the importance of being open to receiving feedback and how to take it constructively.

Below you will find a proposed course outline detailing what would be covered in a one day session. The content can also be condensed into a half day session.

Our trainer will also work with you before the course to get your input and tailor the content as needed.

"Everyone thought Andrew was great and the course really developed their skills as internal trainers."

Dearbhla Casey, HR Manager, Irish Country Meats



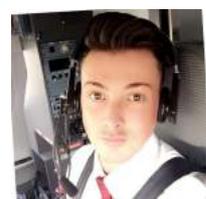
"We are all very happy with the training carried out last week & will definitely be in contact in the future"

Aoife O'Rourke, Key Account Manager, Tool & Plastic



"Great exercises, very relaxed and great models to explain, learning process and delivery of the information."

Jonathan Latimer, Fleet Training Instructor, City Jet





Why Choose DCM Learning

At DCM Learning we have a strong culture of working in long-term relationships with our clients. Although it's a bit of a cliché, we strongly believe that our client relationships are partnerships and that's the best way for our clients to get the best results.

Specific reasons to choose DCM:



Support: 15 full-time training consultants plus support staff (21 in total). We are large enough to be well resourced but small enough to care.



Experienced: We have many years' experience providing customised training programmes for small and large companies. Last year, we delivered onsite training with 521 companies.



Excellent Trainers: Our trainers combine professional training know-how with relevant experience in their chosen training field



Quality Assured Training: Make sure you Safeguard Your Training Investment. DCM offer courses accredited by the following national and international certification bodies.



You're in Good Company

We work with small and large companies, individuals, Government Agencies, Universities and blue chip companies such as Google, AIG, Glaxo Smith Kline, and Symantec, so you can have confidence in our ability to deliver the results you want to achieve.





1 Day Proposed Course Outline

COURSE OVERVIEW

To be successful feedback should be delivered carefully and frequently. Giving feedback is a skill and the aim of this course is to enhance the existing skills of your team and to shift their mindset to be more solutions driven.

During the session we will explore tips for giving and soliciting feedback, the importance of being open to receiving, how to take it constructively.

LEARNING OUTCOMES

By the end of the course each learner will:

- Understand what effective feedback means
- Overcome obstacles to giving and receiving feedback
- Have best practice advice when giving and receiving feedback
- Manage criticism and constructive feedback
- Have a personal action plan to take from the training room back to the work place

Below you will find a proposed course outline detailing all the topics covered on the training programme.

In addition, we will consult with you before the programme commences to get your input. This way we can be sure to address any specific requirements.



Course Content

TOPIC 1: INTRODUCTION

- What is effective feedback?
- How to use feedback skills to improve relationships
- Overcome obstacles to giving and receiving feedback

TOPIC 2: GIVING FEEDBACK EFFECTIVELY

- Make giving feedback a positive experience
- How to remain confident when giving feedback
- How to give constructive feedback
- Key tips for giving feedback - Be positive and prepared, limit focused, use appropriate feedback language
- Focus on a solution using the SMART acronym

TOPIC 3: RECEIVING CONSTRUCTIVE FEEDBACK

- Feedback is a two way street - soliciting and receiving feedback openly
- How to be open to receiving feedback
- Make decisions about what to do with the feedback
- Ending on a positive note

TOPIC 4: PERSONAL ACTION PLAN

- Developing your personal action plan



Andrew Woods

Training Associate

Andrew is a Trainer, Consultant and Executive Coach with expertise built through a 20-year successful track record in Leadership, Team Development, Communication Impact and Customer Service Excellence. He is dedicated to providing impactful and sustainable workplace learning by creating authentic and practical learning experiences for clients. He is an Executive / Team Coach and Business Mentor for any size organisation.

His senior management career background provides a solid platform for all his interventions. He is a natural communicator who imparts his knowledge with humor and enthusiasm, encouraging and supporting individuals, teams and organisations to excel.

He has accumulated a wealth of business knowledge and experience across many sectors in local and international markets and has successfully delivered projects and interventions on 4 continents including UK, Australia, New Zealand, USA, Germany, South Africa and Ireland.

Some of Andrew's qualifications and affiliations include:

- A member of the IITD and ICF, he has an advanced qualification in Executive and Career
- Coaching through the Irish Life Coach Institute.
- Belbin (team type) Accredited

"I just wanted to say thank you to Andrew for delivering a fantastic training course to the team over the past two days. The feedback has been extremely positive, you have really got the team thinking about our current business processes and how we can improve them! Hope to see you again in the near future!"

Niamh McCarthy, HR Manager, Spearline





Inhouse Training, One Size Doesn't Fit All.

Does your team need training? DCM Learning has a full range of training courses and qualifications available for your team and company, in-house or off-site.

Based on your requirements, we will develop a custom-made training programme and deliver it specifically for your employees in a chosen location - giving them the exact skills and knowledge they need whilst saving on venue hire, travel, time and associated expenses.

Each daily session will be delivered onsite at a location of your choosing over a 7-hour period. We are flexible on group size, but for group sessions we would recommend a maximum of 15 people to allow for the more interactive elements of the course.

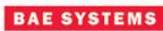
Below is an overview of our Inhouse Training Delivery and Costs:

Details	1 Day Training	2 to 5 Days Training	6+ Days Training
Cost	€1,095 per day	€995 per day	€895 per day
Materials	Included	Included	Included
Travel Expenses	Included	Included	Included
Areas Covered	All Counties	All Counties	All Counties
Customisation	Course Customised	Course Customised	Course Customised
Survey	Pre & Post Course Survey	Pre & Post Course Survey	Pre & Post Course Survey
Account Management		Dedicated Account Manager	Dedicated Account Manager
Free Public Course		1 Free Place	3 Free Places
Public Course Discount		15%	25%



Who We Work With

We train organisations of all shapes and sizes, from small businesses up to global enterprises. But we never forget that every individual matters, and we make sure that every learner gets what they need to reach their potential.





**Set your career on the
right course**

DUBLIN

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-  dublin@dcmlearning.ie
-  Guinness Enterprise
Centre

CORK

-  021 2429691
-  cork@dcmlearning.ie
-  Atrium Business Centre
Blackpool Business Park

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