

Learn the many advantages feedback can have for your organization.



Introduction

- Opening
- Ice-Breaker
- Principles of Feedback

1. Asking others for input increases their expectations that you will change in a positive way.
2. If you receive feedback but do not change for the better, you will be perceived more negatively than if you had not received the feedback.

Reacting to Feedback

- Principles 3 - 8
- Denial and Levels of Denial
- Perceptions are reality
- Balance when changing behavior
- Rationalization versus Literal Acceptance
- Flight versus Fight
- "That's interesting" versus "That's terrible"
- Paralysis of Analysis
- Attitudes about feedback

Why did I get that Feedback?

- Principles 9 -12
- Forming impressions
- Packaging
- The Halo Effect
- Explaining others' behavior
- The Attribution Game

Why Change?

- Principles 13-14
- "You have got to want it"
- Commitment and difficulty
- Codependence

Deciding What to Change

- Principles 15-16
- Things you can do
- Managing Expectation
- Prioritizing Issues

Creating Change

- Clear vision
- Building support
- Building commitment
- Learning from the best
- Defining feedback positively
- Your Change and Workplace Culture
- Shaping goals and behaviors
- Empowering yourself

Closing and Summary