

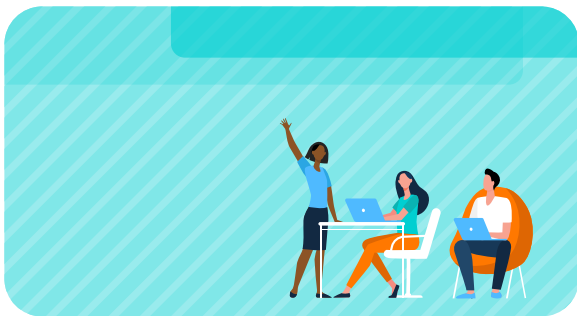
Unlock the power of feedback

Developing people skills that make the difference



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Introduction

In a challenging business landscape, a feedback culture is no longer a luxury but a necessity for organisations striving for success. It paves the way for effective communication, enhanced collaboration, and drives continuous improvement. By fostering openness and transparency, a feedback culture builds trust and propels organisations towards their goals.

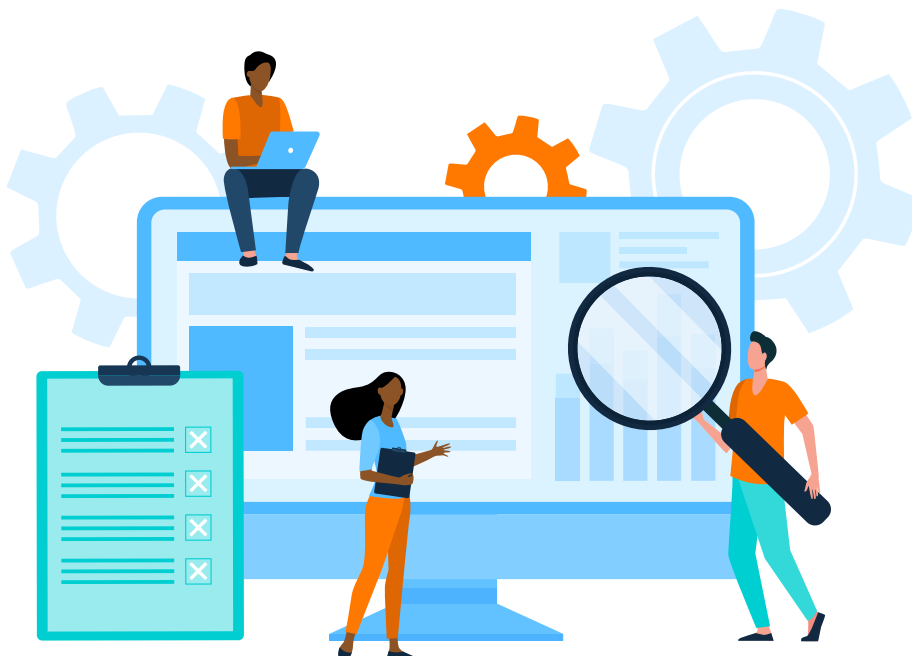
WHAT IS A FEEDBACK CULTURE?

Encompassing a set of values, practices and skills, a feedback culture encourages and supports the exchange of feedback among all members of an organisation. It goes beyond simple giving and receiving feedback; it includes how feedback is delivered, received, and acted upon. It requires a strategic and purposeful approach involving leadership, managers and employees, so that people feel safe to openly share their views.

FOUNDATIONAL SKILLS

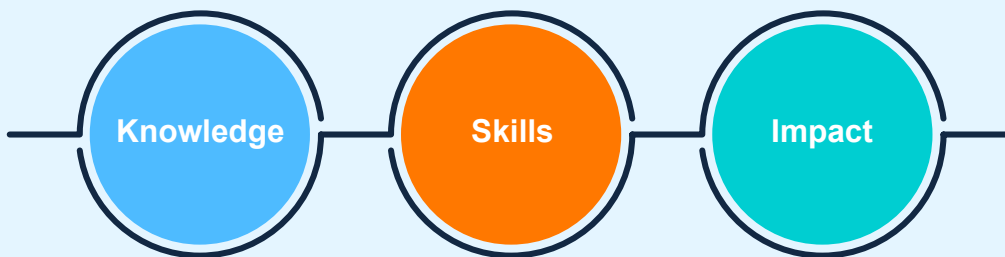
Feedback skills form the foundation for people working together effectively. The absence of a safe feedback environment can result in detrimental outcomes for an organisation - employees are reluctant to express their views, leading to a lack of accountability, compromised decision-making, and a decline in overall performance.

Acquiring the skills and expertise to provide and receive feedback, coach teams, and navigate challenging conversations are all integral components of an essential leadership/managerial toolkit.



How we help

We help by providing a tried and tested blended-learning approach to improving feedback culture. To do this we use a combination of high quality, group facilitated sessions, self-paced e-learning and skills development activities.



AN APPROACH BASED ON SOLID FOUNDATIONS

At the heart of our range of blended learning programmes lies three fundamental pillars: knowledge, skills, and impact. Drawing on proven concepts of effective learning, we provide individuals with expertise in specific areas of feedback and develop practical skill development. Through active participation, learners have a secure space to practice these skills, which enables them to gain practical experience, rather than just theoretical knowledge.

WE TAILOR OUR PROGRAMMES FOR YOU

Our blended learning programme provides managers with a comprehensive toolkit covering essential skills such as feedback, performance management, well-being, psychological safety, and coaching. These modules serve as a valuable and complementary extension to your existing listening programme, enabling you to tap into the potential and enhance the performance of your workforce.

Furthermore, the learning pathway is designed to be personalised according to the specific needs of your organisation. You have the flexibility to select the modules that align with the requirements of your managers, ensuring that the programme meets your unique goals and objectives.

WE'LL MEASURE YOUR RETURN ON INVESTMENT

We understand the importance of evaluating the impact of training, and that is why our learning programmes incorporate an evaluation as standard. This is incorporated into every stage of the learning process to ensure that the training investment has a positive impact on the organisation.

The evaluation process includes pre and post-assessments, which measure changes in knowledge, skills, and competence. This comprehensive evaluation technique provides you with the confidence that using our programmes will lead to improved performance.

Innovative ways to learn

GENERIC COURSE DETAILS

Our courses comprise a combination of high-quality facilitated group sessions, self-paced e-learning delivered via email, and between-session tasks. All courses are predominantly skills-based, combining distilled theory/frameworks and knowledge components with clear teaching of skills and opportunities for practice.

The learning course group sizes vary, depending on the specific topic. Most courses are run with 12 participants at a time. The courses are designed for leaders in different roles, levels, markets, and locations, promoting peer-to-peer learning as well as learning from the course material and activities. Underpinned by the latest theories on effective learning, the courses provide a rich, engaging and practical experience.

OUR COURSES

- Learning and the leadership journey
- Psychological Safety: The what and the why
- Coaching for High Performance
- Giving and Receiving Feedback
- High Quality Tools for High-performance Teams
- Managing Difficult Conversations
- Presentation and Influencing Skills
- Storytelling for Business Leaders
- Understanding and Creating Diversity, Equity and Inclusion
- Well-being and Performance at Work
- Individual Coaching
- Group Coaching



Learning and the leadership journey

WHAT YOU NEED TO KNOW

This course helps leaders understand how continuous learning can support high performance leadership and how to develop a personalised approach to self-development.

Grounded in current research about learning experiences that work, leaders are encouraged to reflect on their own approach to learning as part of their personal and professional development. The challenges between present-day responsibilities and future requirements for growth and development are discussed. An approach to learning is presented that helps leaders focus on their unique set of talents and the value they create for others – including their team members, colleagues, managers, and customers. A focus of this course is ownership for learning – how can leaders continuously improve in today's demanding and changing organisations?

Regardless of leader experience and learning and development preferences, this course will provide participants with a practical toolkit for developing their capabilities and reaching their full potential.

WHAT YOU WILL ACHIEVE

- Reflect on your personal approach to learning and development
- Understand how learning happens – and what gets in the way
- Identify your unique set of talents and how you deliver value to others today
- Plan your future 'talent stack' and what capabilities and activities will support it
- Develop a revised, personal approach to learning

“ Hands on, continuous feedback, great to work jointly with peers.

7

HOURS TOTAL

16

PEOPLE

4

SESSIONS

6

HOURS ONLINE

1

HOUR OFFLINE

Psychological Safety: The what and the why

WHAT YOU NEED TO KNOW

This course provides a clear and practical introduction to psychological safety – what it is and why it is important for effective team performance.

Grounded in leading research about psychological safety, this course provides a practical overview of psychological safety and the role of leaders in creating it. The relationship between psychological safety and a range of desired outcomes is presented, including employee engagement, performance, safety, trust, learning, and others. Leaders are provided with the opportunity to review the conditions for psychological safety they create within their teams. Strategies to navigate the many challenges and opportunities for creating psychological safety in hybrid work environments are provided. Regardless of previous exposure to the topic, this course will provide participants with a clear and practical understanding of this critical aspect of contemporary leadership.

WHAT YOU WILL ACHIEVE

- Understand what psychological safety is and why it is important
- Explore the links between psychological safety and a range of important outcomes
- Differentiate between psychological safety and related concepts, such as trust, trustworthiness, openness, and feedback culture
- Identify what the best leaders do to create psychological safety
- Learn effective strategies to begin improving psychological safety in the teams you manage

7

HOURS TOTAL

16

PEOPLE

4

SESSIONS

6

HOURS ONLINE

1

HOUR OFFLINE



Coaching for High Performance

WHAT YOU NEED TO KNOW

This course empowers leaders to get the best from their team through using a proven a coaching approach to conversations.

It helps leaders apply effective coaching skills within their teams and in any other working relationship. 'Coaching for High Performance' is a practical course focusing on "how to" coach team members to improve performance and achieve success in their role. The course uses a combination of self-paced individual learning, group discussion, and individual and group activities. Regardless of experience with coaching, this course will upgrade any leader's ability to help others perform at their best.

WHAT YOU WILL ACHIEVE

- Develop skills in preparing and conducting effective coaching conversations
- Understand coaching as a leadership approach and when to use it
- Be clear about the purpose of any coaching conversation
- Demonstrate core coaching skills, including use of the GROW structure for coaching (aligned to SMART objectives)
- Have more coaching conversations that help team members to achieve better performance in their role

9

HOURS TOTAL

12

PEOPLE

4

SESSIONS

7

HOURS ONLINE

2

HOURS OFFLINE



Giving and Receiving Feedback

WHAT YOU NEED TO KNOW

This course provides leaders with a proven and practical skillset for giving and receiving feedback.

Using just enough science and theory, common myths are busted and replaced with simple processes and techniques to dramatically improve feedback situations. Perhaps the most unique aspect of this course is the focus on receiving feedback – something that leaders rarely get the opportunity to explore and practice. The course uses a combination of self-paced individual learning, group discussion, and individual and group activities. It provides ample opportunities for hands-on practice and refinement in realistic situations.

Regardless of leader experience with feedback, participants will leave this course with an upgraded feedback toolkit and greater confidence for feedback giving and receiving situations.

WHAT YOU WILL ACHIEVE

- Understand the core principles in giving and receiving feedback
- Explore the role of preference and identity in feedback conversations
- Master a practical, accessible, and best-practice toolkit for giving and receiving feedback
- Develop high-level behavioural skills that help feedback land well – whilst maintaining or improving interpersonal relationships
- Learn techniques to evaluate, calibrate and respond to feedback received

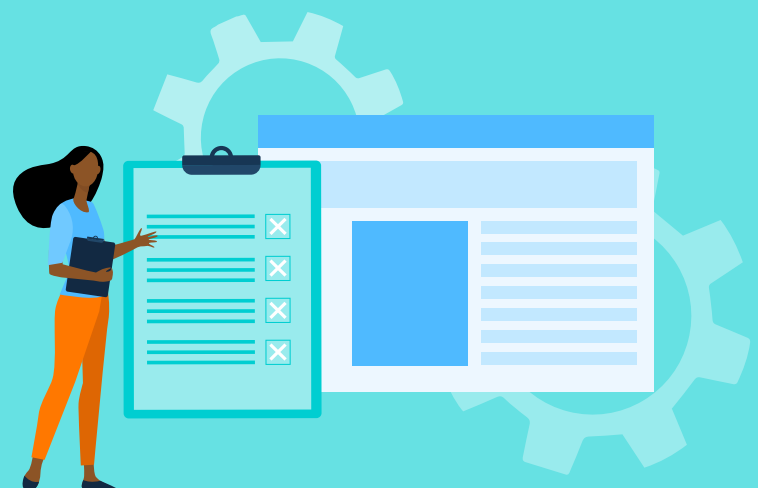
9 HOURS TOTAL

12 PEOPLE

4 SESSIONS

7 HOURS ONLINE

2 HOURS OFFLINE



High Quality Tools for High-performance Teams

WHAT YOU NEED TO KNOW

This course presents a set of critical simple, proven, and effective tools for anyone leading a team.

It begins with a robust overview of how teams form and perform, the relationship between leader behaviour, individual team member characteristics, and group dynamics, and common obstacles to team performance. The focus then shifts to a set of practical, easy-to-implement tools that can be applied in any team. The course uses a combination of self-paced individual learning, group discussion, and individual and group activities.

This course will deepen any leaders understanding of team performance and provide techniques that can be used immediately to begin improving it.

WHAT YOU WILL ACHIEVE

- Understand what performance – and high performance – means in practice
- Identify the characteristics of a high-performance team
- Explore team member psychological needs and how these relate to the employee experience
- Learn the leadership and management behaviours that create high performance
- Master five critical tools for developing high-performance teams



Well organised training, very interactive, practical examples.

9

HOURS TOTAL

16

PEOPLE

4

SESSIONS

7

HOURS ONLINE

2

HOURS OFFLINE

Managing Difficult Conversations

WHAT YOU NEED TO KNOW

This course provides the skills and confidence required to manage difficult conversations.

It is a rare leader who confidently has all the difficult conversations they need to. Usually, some do not go well, or more often the case, the difficult conversations are avoided and don't happen at all. This course will change that by providing a clear understanding of the what and how of difficult conversations. Leaders will be invited to reflect on any difficult conversations they are and are not having. A proven structure for planning and having difficult conversations will be presented, with enough time for participants to master the approach and gain proficiency in navigating the terrain of difficult conversations. Different conflict styles will be presented and explored, enabling leaders to develop their own personal approach to managing conflict at work.

Regardless of leadership experience, this course will provide an upgrade to the ability to manage difficult conversations at work.

WHAT YOU WILL ACHIEVE

- Understand what a difficult conversation is and why some conversations become difficult
- Identify which difficult conversations you are – or are not – having
- Learn a proven structure for planning and having difficult conversations
- Gain proficiency in practical techniques to manage the heat and light in difficult discussions
- Explore conflict styles and develop a personal approach for managing conflict

9 HOURS TOTAL

12 PEOPLE

4 SESSIONS

7 HOURS ONLINE

2 HOURS OFFLINE



Presentation and Influencing Skills

WHAT YOU NEED TO KNOW

This course promises an upgrade in the capabilities of presenting to and influencing others with confidence.

Combining key principles and practical techniques, this course provides leaders with an immediately usable approach to improving their presentation and influencing skills. Both verbal and non-verbal approaches are covered, including tips and guidance for making impactful visual presentations and for making messages stick, regardless of the media they are delivered in.

A unique aspect of this course is the time and attention it gives participants to practice and refine their skills over the facilitated sessions. By providing individual feedback, upgrades and attention to detail, participants will leave this course with a tangible upgrade to their skillset.

WHAT YOU WILL ACHIEVE

- Understand core principles of effective group communication
- Learn how to structure messages that make an impact
- Master technical aspects of presenting to make messages stick and influence your audience
- Explore simple techniques to make better slides
- Boost your personal impact: Be yourself, but with more skill

9

HOURS TOTAL

12

PEOPLE

4

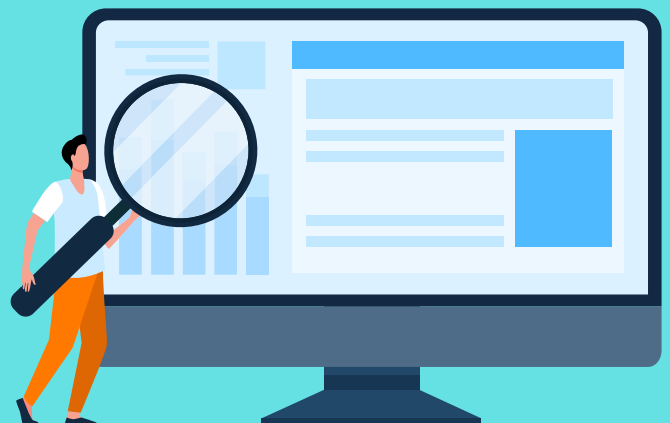
SESSIONS

7

HOURS ONLINE

2

HOURS OFFLINE



Storytelling for Business Leaders

WHAT YOU NEED TO KNOW

This course equips leaders with a clear understanding and practical toolkit for telling compelling stories at work.

Drawing on deep foundations such as the universal story structure and storytelling building blocks, leaders will come to understand and apply the power of storytelling in the corporate context. With good opportunities for practice, leaders are supported in improving their storytelling skills, using situations from specific examples at work. The course uses a combination of self-paced learning, facilitated discussion and activities, and between-session tasks. Attention to detail from the facilitators will ensure that leaders explore and deepen their own personal storytelling style.

Regardless of leadership experience with presentations, this course promises an upgrade in the ability to get messages across in convincing and natural ways.

WHAT YOU WILL ACHIEVE

- Understand of the power of storytelling in the corporate context
- Learn the universal story structure
- Master the building blocks of business storytelling and how to make stories memorable
- Explore how to tell stories in different communication media
- Develop a personal approach to putting yourself in the story

9 HOURS TOTAL

12 PEOPLE

4 SESSIONS

7 HOURS ONLINE

2 HOURS OFFLINE



Understanding and Creating Diversity, Equity and Inclusion

WHAT YOU NEED TO KNOW

This course provides leaders with a current and practical understanding of diversity, equity, and inclusion at work.

Drawing on contemporary approaches to diversity, equity, and inclusion, foundation concepts are explained clearly and in practical terms. An understanding of diversity, equity, and inclusion is taken from the perspective of a leader – explaining personal aspects relating to leadership style and behaviour, and shared aspects relating to culture and systems. A combination of self-paced individual learning facilitated group discussion, and between-session activities are used to ensure meaningful reflection on the content presented. A supportive environment is provided to ensure sometimes sensitive topics can be discussed in an open and practical way.

Regardless of a leader's experience with diversity, equity and inclusion, participants will leave this course with a current and practical approach, so they can contribute to inclusive cultures with confidence.

WHAT YOU WILL ACHIEVE

- Understand the difference between diversity, equity, and inclusion and appreciate the business case for them
- Explore core concepts such as diversity, inclusion, exclusion, bias, allyship, equity, in-groups/out-groups, cross-cultural competency, and unwritten rules
- Gain insight into your own psychology and the impact of biases, both conscious and unconscious
- Examine the impact of organisational biases and how their effects can be mitigated
- Develop a personal approach to inclusion at work

“ Very engaging, time efficient transfer of content. Interactive, quick and immediate take away ready for implementation.

8

HOURS TOTAL

25

PEOPLE

4

SESSIONS

7

HOURS ONLINE

1

HOUR OFFLINE

Well-being and Performance at Work

WHAT YOU NEED TO KNOW

This course empowers leaders to take responsibility for their well-being and performance at work.

There are many approaches to understanding well-being and individual performance at work – from mindfulness through to time management, and many more. This course takes a pragmatic approach by presenting proven and practical elements that underpin the well-being and performance of work. It introduces key tools for a personal well-being toolkit and provides an understanding how to sustain well-being and performance at work. Participants are supported to develop a personalised mix of strategies to support their unique needs.

Regardless of prior exposure to similar material, this course will help leaders refresh their approach to personal well-being and performance.

WHAT YOU WILL ACHIEVE

- Understand the practical elements that underpin well-being and performance at work
- Explore the roles of purpose, flow, and resilience
- Gain clear insight into thought distortions and how they can impact well-being and performance
- Develop a personal mix of strategies to support your unique performance and well-being requirements
- Examine the role of psychological safety in creating conditions that support sustainable well-being and performance

9 HOURS TOTAL

12 PEOPLE

4 SESSIONS

7 HOURS ONLINE

2 HOURS OFFLINE



Individual Coaching

WHAT YOU NEED TO KNOW

Individual Coaching enables leaders to meet both personal goals and business expectations and is one of the most effective performance-enhancing activities available.

The sessions take place online and typically last up to two hours. Most leaders plan their coaching sessions between two and four weeks' apart.

Although the specific goals within individual coaching processes are left for the leader to decide, it is expected that these relate to the development objectives and related behaviours from the 360° feedback and this leadership journey.

The coaching is underpinned with anonymous feedback surveys to ensure a high quality experience.

AVAILABLE FORMAT

Three-session package

If you decide to continue with individual coaching, you are going to have a package of three coaching sessions when booking this. The three-session package is available for booking up to two weeks before the first session. The following provides a typical overview of a three-session package.

- Session 1: Identify purpose and begin coaching against development goal/s (up to 2 hours)
- Session 2: Continue coaching against development goal/s (up to 2 hours)
- Session 3: Continue coaching and review / complete coaching cycle (up to 2 hours)

If you feel like the first three-session package of coaching was not enough, please reach out to be advised on further possibilities to best support your personal development.

- 6 HOURS TOTAL
- 1 PERSON
- 3 SESSIONS
- 6 HOURS ONLINE



Group Coaching

WHAT YOU NEED TO KNOW

Group Coaching is a development process in which groups/teams of leaders develop a shared understanding of their collective performance, relationships, and impact. It seeks to increase the collective capability and confidence of the group/team through a balance of support and challenge.

Though the group coaching process is flexible, the process generally includes many of the same ingredients which ensure:

- 1 Clarity about the goal/purpose of the group or team coaching
- 2 Alignment and coordination of available resources and existing skills of the team
- 3 Understanding the capabilities required to achieve effective group coaching
- 4 Commitment of group/team members and commitment of individuals to the group goal

Group coaching enables groups/teams of leaders to meet business challenges and solve shared problems and is one of the most effective group/team performance-enhancing activities available.

- The sessions take place online and typically last up to 2.5 hours. Most groups/teams plan their sessions between two and four weeks' apart.
- Although the specific objectives of the coaching are determined by the group itself, they are expected to relate to the topic of value-based leadership/ leadership in general.

AVAILABLE FORMATS

It is important to note that group/team coaching can either be for existing groups/teams, or for groups of leaders facing similar challenges or problems – even if they are geographically and/or functionally separated.

Ad-hoc sessions

Ad-hoc sessions of up to 2.5 hours are available for booking one week or more before the desired session time.

Three-session cycles

Three-session cycles are available for booking up to two weeks before the first session. The following provides a typical overview of a three-session cycle.

- **Session 1:** Identify purpose and begin coaching against agreed objective/s (up to 2.5 hours)
- **Session 2:** Continue group/team coaching against agreed objective/s (up to 2.5 hours)
- **Session 3:** Continue group/team coaching and review / complete coaching cycle (up to 2.5 hours)

The coaching is underpinned with anonymous feedback surveys to ensure a high quality experience.



Feedback Works is a leading employee experience and organisation development business that creates better people performance. We unlock the hidden potential in organisations by helping provide world-class employee experience (EX) programmes – through experience design, employee listening, and individual and organisational development.

Get in touch to find out how you can unlock the power of feedback in your organisation.

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