

Rightrack ... a little bit of magic

**Feedback Skills**  
a bespoke programme



Tel: +44 (0) 1527 595955 Fax: +44 (0) 1527 594111 Email: [enquiries@rightrackuk.com](mailto:enquiries@rightrackuk.com) [www.rightrackuk.com](http://www.rightrackuk.com)

Brockhill Court, Brockhill Lane, Redditch, Worcestershire, B97 6RB, UK

## Introduction

This is a bespoke programme that improves skills and knowledge in giving and receiving constructive feedback.

## Approach

A bespoke training programme is researched, designed and delivered specifically for your needs.

We have a highly developed, sophisticated yet flexible approach for creating bespoke training solutions, which typically includes:

- **Step 1: Research & Familiarisation**  
Our training specialists work with you to research the key areas that will impact the programme design and agree project objectives
- **Step 2: Confirmation of Project Activity**  
Key areas of the project are confirmed in writing including all project steps, milestones, programme structure, supporting activity, timings and evaluation measures
- **Step 3: Preparation of Learning Content**  
Our project team prepare the programme in-line with the above steps. The content is highly specific to your organisation and the initiatives that are key to the success of your business
- **Step 4: Implementation of Training Programme**  
The programme is implemented in-line with the agreed rollout plan
- **Step 5: Project Evaluation**  
The project is evaluated throughout its implementation against key measures decided upon during Step 1



## Case Study

Below is an example of a programme we have designed for a client:

### **Benefits and Pitfalls**

- Defining feedback
- Opportunities for feedback in the work place
- The benefits of constructive feedback to the client organisation
- Pitfalls and negative outcomes to avoid

### **Receiving Feedback Constructively**

- Appropriate responses and the message this sends
- Asking for further clarification
- Responding to negative feedback constructively
- Using feedback to create a positive outcome

### **Giving Constructive Feedback**

- Recognising individual needs and potential responses to receiving feedback
- Understanding the relationship between values, beliefs and behaviour in the context of giving feedback
- Adapting personal behaviour to meet the needs of the recipient
- Understanding non-verbal signals
- Questions in the feedback process
- Listening with empathy
- Selecting an appropriate environment and time for feedback

### **Encouraging Feedback**

- Creating an environment where feedback is welcomed
- Requesting feedback from others



## Programme Options

This is an in-company programme with the following options:

<b>Available Packages:</b>	<b>Bespoke</b> - We research, design and deliver the programme specifically for your needs
<b>Duration:</b>	Bespoke
<b>Materials:</b>	Folder, workbook, handouts, pen and certificate of attendance
<b>Support:</b>	<p><b>Research</b> - Pre-programme research visit or telephone discussion</p> <p><b>Administration</b> - Printing and packaging of delegate materials and liaison with your chosen venue for programme arrangements. Additional administration options available</p> <p><b>Evaluation</b> - Post-programme evaluation and a consultant's report providing feedback on the programme</p> <p><b>Righttrack Membership</b> - Lifetime on-line post-programme support via our dedicated delegate website and access to the training consultant who will answer any questions relating to the programme</p>
<b>Dates &amp; Location:</b>	To suit you
<b>Delegates:</b>	Bespoke
<b>Style:</b>	Righttrack programmes are energetic, exciting and highly participative, which create an impact and motivate participants to learn and embrace change
<b>Learning Methods:</b>	We utilise a blend of learning methods: practice sessions, group workshops, scenario-driven learning, assignments, self managed learning, shared group learning, accelerated learning and structured group learning

