



Elevating Feedback Workshop™

½-day Agenda

Welcome and Review Agenda

Module 1	Understanding Feedback	<ul style="list-style-type: none">• Activity: “I Have Some Feedback For You”• Workshop Objectives• Defining The Terms “Reinforcing Feedback” and “Redirecting Feedback”• The Value of Feedback• The Business Case for Effective Feedback• Activity: What Gets in the Way?• Receiving Feedback and the Human Brain: Fight or Flight• Eight Human Emotions & Psychological Needs
Module 2	Feedback Preferences	<ul style="list-style-type: none">• Your Feedback Preferences Results• The Impact of Your Preferences on Redirecting and Reinforcing Feedback• The Relationship Between Confidence and Feedback• Activity: Guess the Results• Exercise: Elevating Feedback Development Plan
Module 3	Reinforcing Feedback	<ul style="list-style-type: none">• Reinforcing Feedback Pitfalls• Video & Skills Practice: Providing Reinforcing Feedback• Exercise: Elevating Feedback Development Plan
Module 4	Redirecting Feedback	<ul style="list-style-type: none">• How to Provide Redirecting Feedback• Introduction of the FUEL Model• Activity: Using Your Feedback Quick Reference• The Ladder of Inference: Theory & Practice• Redirecting Pitfalls• Video: Frame the Conversation• Video: Understanding the Current State• Video: Explore the Desired State• Video: Lay Out a Success Plan• Skills Practice: Providing Redirecting Feedback• Exercise: Elevating Feedback Development Plan

Workshop Summary and Conclusion