



Feedback Solutions is a complete training package designed to motivate people and provide them with the very important skills.

Giving and receiving feedback, improving morale, developing performance, building empowered teams and delivering quality service are main areas of interest for every company.

This comprehensive video-based training package sets the scene for creating a "feedback culture" in your organization – one in which giving and receiving feedback becomes part of normal day-to-day business activities.

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Almost every employee in every job is **R**equired to **G**ive and **R**eceive **F**eedback

regarding job performance, suggestions and ideas. This essential communication task is an integral part of life in today's organizations. Yet few people are naturally gifted at this task developing it is often neglected – but now we have FEEDBACK SOLUTIONS VIDEO SERIES!

DVD#1 Giving Feedback – Essential Skills

How do you give feedback to another person in the workplace? This video demonstrates how to structure the feedback you give to ensure that it is specific, balanced and on time. This video is aimed at staff at all levels and encourages everyone to take responsibility for giving feedback to others. This program will give you the knowledge and skills to give feedback to other people about their job performance, behaviour, suggestions and ideas. Specifically, by the end of this program, you will know:

- 📌 why everyone has a responsibility to provide feedback to others
- 📌 how to structure the feedback you give so that it is specific, balanced and timely



DVD#2 Giving Feedback – Advanced Skills

This program provides specific behavioural techniques for dealing with the four most common difficult situations encountered when giving feedback. Viewers will learn about two-way feedback, contracting, linking feedback to specific goals, the importance of acknowledging emotions and dealing with disagreements. Specifically, by the end of this program, you will know:

- 📌 Recognize the four most difficult situations faced when giving feedback
- 📌 Respond when someone is not motivated to listen to feedback
- 📌 Structure feedback if someone is uncommitted to action
- 📌 Position feedback if the person gets angry, shocked or upset
- 📌 Give feedback if someone disagrees with you



DVD#3 Receiving Feedback – Essential Skills

How well do you request or receive feedback? This program demonstrates the basic skills of how to request feedback, how to ask probing questions to get more detail and how to make sure you can use the feedback to improve your job performance. It will give you the knowledge and skills to receive constructive feedback from other people about your job performance, behaviour, ideas and suggestions. Specifically, by the end of this program, you will know:

- 📌 How to ask for feedback from another person.
- 📌 How to ensure the feedback will help you improve your job performance.



DVD#4 Receiving Feedback – Advanced Skills

This program provides specific advanced skills for dealing with the five most common difficult situations when receiving feedback. This program will give you the knowledge and skills to receive useful feedback from other people in various difficult situations. You will discover practical tools to use when the person giving you feedback:

- 📌 Doesn't really say anything useful.
- 📌 Criticizes you in public.
- 📌 Is long winded or rambling.
- 📌 Is vague in their feedback.
- 📌 Makes an aggressive personal attack.

