

COURSE OVERVIEW SS0314
Seeking Development Feedback
(E-Learning Module)

Course Title

Seeking Development Feedback
(E-Learning Module)

Course Reference

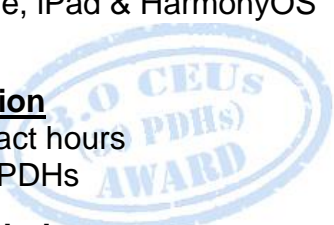
SS0314

Course Format & Compatibility

SCORM 1.2. Compatible with IE11, MS-Edge, Google Chrome, Windows, Linux, Unix, Android, IOS, iPadOS, macOS, iPhone, iPad & HarmonyOS (Huawei)

Course Duration

30 online contact hours
(3.0 CEUs/30 PDHs)



Course Description



As human beings, we've naturally curious and desire to have our questions answered. But there's one area of questioning that overwhelms most of us with anxiety: asking for feedback. It's not an easy or natural task, asking for someone's opinion or evaluation of you and your work, but it's an essential part of career development. We can't promise that it will be painless, but with the proper preparation and the right questions, asking for feedback can be a smooth process.



Feedback is an essential part of the dialogue between managers and their direct reports. Feedback not only reinforces positive behaviors and encourages development; it can also prevent performance problems or catch them sooner rather than later. Most managers and supervisors know they should give feedback. Yet, many aren't exactly sure how to begin conversations - especially if they've been putting them off for some time.



This workshop focuses on feedback skills and the importance of establishing a regular dialogue with employees. This program explores the ins and outs of employee feedback: how to prepare for it, how to give it, and how to use it as a tool for increasing employee engagement.

This E-Learning course is designed to provide participants with a detailed and up-to-date overview of seeking development feedback. It covers the fair and valid feedback; the benefits of receiving feedback on both professional and personal levels; constructive feedback and the benefits of personal development at work; the 14 ways employers can seek feedback from staff proactively; the 7 smart ways to elicit honest feedback from peers; the 6 ways to seek feedback to improve your performance in the workplace; the 3 types of feedback and the role of feedback; writing a positive feedback; being prepared for negative feedback; the 5 ways to take negative feedback at work and turning it into something positive; the 4 types of constrictive feedback including the benefit from constructive criticism; the 3 reasons why constructive criticism is important; and seeking and accepting constructive feedback on his/her understanding and compliance with HSSE standards.

During this interactive course, participants will learn the respond to constructive feedback efficiently; recognize the right person (immediate superior, customer, colleagues/ peers etc.) to ask for feedback, using formal and informal channels; the formal communication and informal communication; the protocols of requesting feedback by practicing to be as specific as possible, graceful and listen actively; the star model of feedback and its system; using feedback to measure own progress against development needs objectively, throughout the performance year; the 10 smart rules for giving negative feedback and dealing with negative feedback; the 7 tips on how to manage your emotions and reaction when you're faced with criticism at work; the 7 ways to handle criticism including the right way to respond to negative feedback; and the 5 ways not to handle negative feedback.

Course Objectives

After completing the course, the employee will:-

- Apply and gain an in-depth knowledge on seeking development feedback
- Understand the benefits of receiving feedback on both professional and personal levels
- Be able to proactively and regularly seek and solicit feedback
- Have practiced how to benefit from constructive criticism
- Have practiced seeking and accepting constructive feedback on his/her understanding and compliance with HSSE standards
- Be able to identify the right person (immediate superior, customers, colleagues/peers etc.) to ask for feedback, using formal and informal channels
- Understand the protocols of requesting feedback by practicing to be as specific as possible, graceful and listen actively
- Be able to use the feedback collected effectively to identify ones own development needs
- Be able to use feedback to measure own progress against development needs objectively, throughout the performance year
- Understand and have practiced how to deal with negative feedback

- Receive fair and valid feedback as well as discuss the benefits of receiving feedback on both professional and personal levels
- Apply constructive feedback and identify the benefits of personal development at work
- Perform proactively and regularly seek and solicit feedback as well as recognize the 14 ways employers can seek feedback from staff proactively
- Solicit feedback and identify the 7 smart ways to elicit honest feedback from peers
- Apply 6 ways to seek feedback to improve your performance in the workplace
- Choose an appropriate time and place for seeking feedback
- Receive and give effective feedback as well as identify the 3 types of feedback and the role of feedback
- Write a positive feedback, be prepared for negative feedback and recognize the 5 ways to take negative feedback at work and turn it into something positive
- Discuss the 4 types of constrictive feedback including the benefit from constructive criticism and the 3 reasons why constructive criticism is important
- Seek and accept constructive feedback on his/her understanding and compliance with HSSE standards
- Respond to constructive feedback efficiently and recognize the right person (immediate superior, customer, colleagues/ peers etc.) to ask for feedback, using formal and informal channels
- Differentiate formal communication and informal communication as well as apply the protocols of requesting feedback by practicing to be as specific as possible, graceful and listen actively
- Define the star model of feedback and its system
- Use the feedback collected effectively to identify one's own development needs
- Collect user feedback, review collected data analysis and listen when giving or receiving feedback
- Use feedback to measure own progress against development needs objectively, throughout the performance year
- Monitor the progress, apply the 10 smart rules for giving negative feedback and deal with negative feedback
- Carryout 7 tips on how to manage your emotions and reaction when you're faced with criticism at work
- Apply the 7 ways to handle criticism including the right way to respond to negative feedback and the 5 ways not to handle negative feedback

Who Should Attend


This course provides an overview of all significant aspects and considerations of seeking development feedback for all employees.

Course Certificate(s)

Internationally recognized certificates will be issued to all participants of the course.

Certificate Accreditations

Certificates are accredited by the following international accreditation organizations: -


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USA International Association for Continuing Education and Training (IACET)

Haward Technology is an Authorized Training Provider by the International Association for Continuing Education and Training (IACET), 2201 Cooperative Way, Suite 600, Herndon, VA 20171, USA. In obtaining this authority, Haward Technology has demonstrated that it complies with the **ANSI/IACET 1-2013 Standard** which is widely recognized as the standard of good practice internationally. As a result of our Authorized Provider membership status, Haward Technology is authorized to offer IACET CEUs for its programs that qualify under the **ANSI/IACET 1-2013 Standard**.

Haward Technology's courses meet the professional certification and continuing education requirements for participants seeking **Continuing Education Units (CEUs)** in accordance with the rules & regulations of the International Association for Continuing Education & Training (IACET). IACET is an international authority that evaluates programs according to strict, research-based criteria and guidelines. The CEU is an internationally accepted uniform unit of measurement in qualified courses of continuing education.

Haward Technology Middle East will award **3.0 CEUs** (Continuing Education Units) or **30 PDHs** (Professional Development Hours) for participants who completed the total tuition hours of this program. One CEU is equivalent to ten Professional Development Hours (PDHs) or ten contact hours of the participation in and completion of Haward Technology programs. A permanent record of a participant's involvement and awarding of CEU will be maintained by Haward Technology. Haward Technology will provide a copy of the participant's CEU and PDH Transcript of Records upon request.

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British Accreditation Council (BAC)

Haward Technology is accredited by the **British Accreditation Council** for **Independent Further and Higher Education** as an **International Centre**. BAC is the British accrediting body responsible for setting standards within independent further and higher education sector in the UK and overseas. As a BAC-accredited international centre, Haward Technology meets all of the international higher education criteria and standards set by BAC.

Course Fee

As per proposal

Training Methodology

This Trainee-centered course includes the following training methodologies:-

- Talking presentation Slides (ppt with audio)
- Simulation & Animation
- Exercises
- Videos
- Case Studies
- Gamification (learning through games)
- Quizzes, Pre-test & Post-test

Every section/module of the course ends up with a Quiz which must be passed by the trainee in order to move to the next section/module. A Post-test at the end of the course must be passed in order to get the online accredited certificate.

Course Outline

- Introduction
- Definitions of Feedback
- Receiving Fair and Valid Feedback
- The Benefits of Receiving Feedback on Both Professional & Personal Levels
- Constructive feedback
- The Benefits of Personal Development at Work
- The Section Quiz
- Proactively and Regularly Seek & Solicit Feedback
- Feedback
- 14 Ways Employers Can Seek Feedback from Staff Proactively
- Soliciting Feedback
- 7 Smart Ways to Elicit Honest Feedback from Peers
- 6 Ways to Seek Feedback to Improve Your Performance in the Workplace
- Choose an Appropriate Time & Place for Seeking Feedback
- Receiving and Giving Effective Feedback
- Case Study
- The Section Quiz
- Receive Feedback in Person Whenever You can
- Giving Feedback in Right Place



- Purpose of Giving Feedback
- 3 Types of Feedback
- The Role of Feedback
- What are Some Examples of Positive Feedback?
- Receiving Feedback Effectively
- How to Write Positive Feedback
- Be Prepared for Negative Feedback
- 5 Ways to Take Negative Feedback at Work and Turn it into Something Positive
- Case Study
- Illustrative Video
- The Section Quiz
- During a Feedback Discussion
- Feedback Conversation
- 4 Types of Constrictive Feedback
- Feedback Discussion
- Constructive Feedback should Always be a Discussion
- How to Benefit from Constructive Criticism
- 3 Reasons Why Constructive Criticism is Important
- Taking Constructive Criticism Like a Champ
- Illustrative Video
- Case Study
- The Section Quiz
- Seeking & Accepting Constructive Feedback on His/Her Understanding & Compliance with HSSE Standards
- How Do You Respond to Constructive Feedback?
- Understanding & Compliance with HSSE Standards
- Employee HSSE Understanding & Compliance with HSSE Standards
- The Right Person (Immediate Superior, Customer, Colleagues/ Peers etc.) to Ask for Feedback, Using Formal & Informal Channels
- Formal Communication
- Informal Communication
- How to Give Feedback Constructively?
- Constructive Criticism
- Illustrative Video



- Case Study
- The Section Quiz
- The Protocols of Requesting Feedback by Practicing to be as Specific as Possible, Graceful & Listen Actively
- Receiving Feedback Effectively
- There are Four Types of Constructive Feedback
- Workshop
- The 3 Types of Feedback?
- STAR MODEL of Feedback (Situation, Task, Action & Result)
- STAR Feedback
- With and Without the STAR System
- Case Study
- Illustrative Video
- The Section Quiz
- Managing Up: How to Give Feedback to Your Manager or Supervisor
- How to Give Feedback
- How do I Give Feedback to My Boss?
- Use the Feedback Collected Effectively to Identify one's Own Development Needs
- Feedback Collection
- How do you Collect User Feedback?
- The Best Ways to Collect Company Feedback
- Collected Data Analysis
- Case Study
- Illustrative Video
- The Section Quiz
- Example Questions for Seeking Feedback
- 15 Questions You Need to Ask on Your Next Customer Feedback Survey
- How to Really Listen When Giving or Receiving Feedback
- Active Listening
- Let's Break that Down
- Receiving Feedback
- The Section Quiz
- Case Study
- Illustrative Video



- Use Feedback to Measure Own Progress Against Development Needs Objectively, Throughout the Performance Year
- Use Feedback to Measure Own Progress
- How Can I Monitor My Progress?
- Role Play: Negative Feedback
- How Do You Give Negative Feedback to a Performance Review?
- 10 Smart Rules for Giving Negative Feedback
- Case Study
- Illustrative Video
- The Section Quiz
- How to Deal with Negative Feedback
- Here are 7 Tips on How to Manage Your Emotions and Reaction When You're Faced with Criticism at Work
- Negative Feedback at Work: 7 Ways to Handle Criticism
- Summary in Questions
- The Right Way to Respond to Negative Feedback
- 5 Ways Not to Handle Negative Feedback
- Illustrative Video
- Case Study
- The Section Quiz

