



JDA

Driving Performance, Sustaining Results

Giving and Receiving Feedback

What is feedback and why is it so important?

Feedback:

- Is a healthy communication between you and a co-worker
- Reinforces competence and aligns expectations
- Is always aimed at a business-related goal
- Can be given as well as received

Feedback is important because...

- 50% of all non-performance problems occur because of lack of feedback
- If done well, feedback can increase the motivation and success of the individual and the team
- It supports effective behavior and puts you back on track towards successful performance
- It's a barometer for where you stand with your co-workers
- It helps you recognize and understand progress

Learning Objectives

Upon completion of this training, participants will be able to:

- Define why feedback is important to individual and team success.
- Provide the two types of feedback (constructive and supportive).
- Abide by the guidelines for delivering feedback.
- Identify when and how to give both types of feedback.
- Receive both constructive and supportive feedback.
- Conduct a motivating conversation in which both types of feedback are well received.

About Us

Since 1989, JDA has focused on improving the performance of the world's top companies. The company's services span skills-based training, talent management, executive coaching and organizational alignment. Through JDA's expertise and unique "Performance-Sustaining" process, the company creates more than change—it enables long-term shifts in individuals, teams and performance levels.

Working with business leaders such as Deutsche Bank, Morgan Stanley, Kroger, Kraft, UBS and Roche Pharmaceuticals, JDA has enabled measurable, sustainable improvements to performance across many sectors and success metrics including productivity, communication, morale and sales. For more information, please visit: www.jdainternational.com.