



Masterclass: The Gift of Feedback



This masterclass explores how to summon the courage to overcome our fears and deal with defensiveness. It also gives practical ways to have more honest, direct and compassionate feedback conversations.

NOTE: This masterclass can be scheduled on any date throughout November and December, exclusively for your company.

Masterclass: The Gift of Feedback

Masterclass Overview - Do you struggle to give effective feedback?

Most of us do. We fear (and feel) social pain every bit as much as physical pain. We want to be liked. We want to have good relationships with our colleagues, our direct reports, our bosses, our partners and our suppliers. So, to get on in the world, we people-please and say things we think people want to hear rather than what we really think.

This lack of candour leads to dysfunction. When something is left unsaid, it festers. Instead of working well together, resentment builds. When we don't hold others accountable, performance drops. A lack of short term pain, means no longer term gain.

It doesn't have to be this way. It's possible to **care deeply**, whilst **challenging directly**. To do this one needs to take a different approach to feedback.

This masterclass gives us **practical** ways to have more **honest, direct and compassionate feedback** conversations. It shows how to overcome our fears, deal with defensiveness and summon the courage to have important conversations.

Candour is a compliment; it implies respect. **Feedback is one of the most valuable things we can offer someone.** We should see it as a gift, and give it generously this holiday season.

The myths

- Feedback is either 'good' or 'bad'
- Feedback is for correcting mistakes
- People don't like receiving developmental feedback
- Feedback is a formal conversation that only happens at certain times in a year

The facts

- 96% of employees say getting regular feedback is a good thing
- 85% of employees take more initiative when they receive feedback in the workplace
- 2 in 3 workers say they want more feedback
- Employees who received meaningful feedback in the last week are four times more likely than other employees to be engaged.

Topics covered

Why we avoid feedback

Exploring the psychological reasons we avoid challenging conversations

Recognising our communication style

Understanding how we communicate & how to flex our style to ensure what we say is being heard.

A proven approach to difficult conversations

How to deliver direct, or difficult messages with care and empathy

Top tips for giving more effective feedback

Practical advice for how and when to give feedback for positive results

Who should attend?

Any team or organisation committed to helping each other grow, to working together well and to driving high performance.

Duration

Option 1 - 60 minute

Zoom

Inspirational, impactful, interactive talk with follow up resourced and actionable takeaways.

Starting from £1500

Option 3 hour

Zoom or in person

Practical, action focussed, dynamic session with workbook, pulse assessment and action plan.

Starting from £3500

Discounts available for charities and non-profits

Outcome

This masterclass will be an opportunity to learn a new feedback technique, practice how to have deeply caring and directly challenging conversations, and overcome concerns and challenges to implementing effective feedback conversations in your team or organisation.

Facilitator

**Ben
Foulkes**

Ben is a business psychologist specialising in leadership and communication. For the last decade he's supported teams through consultancy, research and facilitation. Now a Director at T- as well as a lecturer at The University of Exeter and Client Lead at Imagine and on the faculty at The School of Life, he is passionate about helping organisations and individuals find their purpose and empowering people to thrive in the future of work.



TO FIND OUT MORE

Book a call [here](#) or email lillie@wearetminus.com