

## Embracing Feedback

### 提高接受反饋能力：從批評得到進步

MEDIUM : Cantonese COURSE CODE : EF

No organisation can survive in today's economic reality without cultivating an on-going learning environment for its staff. An essential ingredient in cultivating a learning environment is to encourage its staff to develop a positive and open mindset for feedbacks. Yet most people are uncomfortable with and even feel defensive when receiving feedback from others, not realising that they are inadvertently hindering themselves and the organisation to learn and grow. The purpose of this course is to provide the necessary skills for people to receive feedback from others while enhancing one's self-worth. The result is a happy workforce and an organisation that learns and grows every day.

At the completion of the course, participants will be able to :

- Recognise the value of and positive intent behind a feedback
- Receive feedback with grace
- Solicit feedback actively

**Target Participants** Frontline workers, supervisors, managers

**Training Methodology** *Discussions, demonstrations, role plays, mini-lectures*

### Course Outline

#### 1. Introduction

Using a humorous and lively vignette and a subsequent discussion, participants will recognise :

- The value of feedback
- Common reactions to other's feedback
- Problems associated with taking feedbacks the wrong way

#### 2. Dissecting a Feedback

Using vignettes and discussions, participants will learn of :

- The difference between intent and impact
- The positive intent of a feedback
- Common impact of feedbacks on a person
- Consequence of mismatch between intent and impact
- Why acceptance of feedback enhances one's self-worth

#### 3. Basic principles in receiving feedbacks

Through an Appreciative Inquiry exercise and a discussion, participants will learn of some basic principles in receiving feedbacks, including :

- Separating one's ego from the feedback
- Looking for the positive intent behind the feedback
- Controlling one's emotional reactions
- Taking initiative to make things better
- Enhancing self-worth by being responsible

#### 4. Receiving feedback with grace

Through a mini-lecture, demonstration and role-plays, participants will learn of :

- Key actions in receiving feedback with grace
- How to simplify problems
- What do you do when you disagree
- Role play with feedback

#### 5. Embracing feedback

Through vignettes and discussions, participants will learn of :

- Why feedback from others is a gold mine
- Three (3) simple steps to solicit valuable feedback
- Nurturing a feedback culture