

Embracing Feedback

COURSE CODE : EF

DURATION : 1 Day

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

COURSE ARRANGEMENTS

Week	Course Date	Course Title	Course Code	Duration (Days)	Fees* (HK\$)	Enroll before these dates to Enjoy our Early Bird Rates	Cancellation Deadline	Medium of Instruction
1	Apr 7-8	Supervisory Skills Workshop	SSW	2	HK\$6,480	HK\$5,980 Mar 11, 2016	Mar 16, 2015	C/E
	Apr-12	Time and Task Management	TTM	1	HK\$3,480	HK\$3,180 Mar 11, 2016	Mar 16, 2015	C/E
	Apr-13	Handling Difficult People	HDP	1	HK\$3,480	HK\$3,180 Mar 11, 2016	Mar 16, 2015	C/E
2	Apr-21	Presentation and Communication Skills	PCS	1	HK\$3,480	HK\$3,180 Mar 18, 2016	Mar 23, 2015	C/E
	Apr-22	Coaching Skills Workshop	CSW	1	HK\$3,480	HK\$3,180 Mar 18, 2016	Mar 23, 2015	C/E
3	Apr-26	Leadership Skills Workshop	LSW	1	HK\$3,480	HK\$3,180 Mar 25, 2016	Mar 30, 2015	C/E
	Apr-27	Developing Team Effectiveness and Collaboration	DTEC	1	HK\$3,480	HK\$3,180 Mar 25, 2016	Mar 30, 2015	C/E
	Apr-28	Problem Solving and Decision Making	PSDM	1	HK\$3,480	HK\$3,180 Mar 25, 2016	Mar 30, 2015	C/E

C = Cantonese, E = English

TIME: 9:00 am - 5:00 pm daily **VENUE:** Regal Hongkong Hotel, Causeway Bay, HK.

* Fees include refreshments and buffet lunch

** We accept P. Cards

PAYMENT AND CONFIRMATION:

- Seminar fees cover full set of course materials, lunch and refreshments. Seminar fees are payable in advance.
- For enrolment by email, please provide all information per the standard Enrolment Form on this page.
- For enrolment by fax, mail or email, CEL will issue an acknowledgement fax or email to the Authorized Person the next day from receipt of the enrolment.
- Enrolments received by fax, mail or email on or before early bird deadline will be entitled to the early bird rate.
- Joining instructions for confirmed registrations will be sent to the Authorized Person about 2 weeks before the seminar.

CANCELLATION AND SUBSTITUTION POLICY:

- There is no cancellation charge for cancellations made on or before the cancellation Deadline.
- Registrant(s) who fail to attend, or who cancel(s) after the cancellation deadline(s) are liable for the entire fee.
- All cancellations should be notified in writing.
- Enrolments received AFTER the cancellation deadline are subject to the same cancellation deadline.
- Registrants may send substitutions in their place anytime. However, substitutions are not allowed once a seminar has commenced.

ATTENDANCE CERTIFICATE:

A Certificate of Completion will be given to each delegate who have attended more than 70% of the enrolled course(s).

CORPORATE DISCOUNT SCHEME & QUANTITY DISCOUNTS:

Please visit our Website at www.celhk.com or telephone Ms Mak at 2838 1182 to inquire the above.

Communications Engineering Ltd. reserves the right to vary the course programmes or arrangement if this proves necessary.

ENROLMENT FORM

Name	Job Title	Tel No	Mobile No	Course Code
(Mr/Ms) _____	_____	_____	_____	_____
(Mr/Ms) _____	_____	_____	_____	_____
(Mr/Ms) _____	_____	_____	_____	_____
(Mr/Ms) _____	_____	_____	_____	_____

Company Name :

Address :

Contact Person : (Mr / Ms) **Job Title :**

Direct Line : **Email Address :**

Mobile : **Fax :**

Authorized Person : (Mr/Ms)

Job Title : **Direct Line :**

Signature : **Date :**

Cheque enclosed for HK\$

Please note seminar fees are payable in advance

Made payable to **Communications Engineering Ltd.**

Please tick (✓) if you require a receipt



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Call Miss Mak at:
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