

Questioning and Feedback Skills

OVERVIEW

Do you spend too much time asking questions to get the answer you're looking for? Most of us do. We usually blame the receiver of the question for not knowing how to answer our question, when in reality we're not asking the right type of question.

Leaders establish and maintain employee performance through providing constructive feedback and recognition. The ability to provide constructive feedback is based on the trust level the employee has with the manager.

The manager must establish a positive working relationship with the employee for constructive feedback to be optimally effective. Managers should also provide their employees with recognition for achievements beyond the formal reward system of the organization to sustain employee performance. The purpose of this workshop is to provide managers with the processes and skills required to provide both constructive feedback and recognition.

This workshop will explore the various types of questions and their application.

Effectively communicating includes questioning appropriately for the situation you are involved in. Learn to reduce some stress in your environment, by simply asking the right type of question and being able to give and receive feedback

OBJECTIVES

Upon completion of this 1 day workshop, each participant should be able to:

1. identify four different types of questions
2. determine the purpose of each type of question and their applications
3. identify hazards to avoid when asking questions
4. demonstrate effective questioning skills
5. define constructive feedback
6. identify the benefits of giving feedback
7. list the six strategic steps of constructive feedback
8. demonstrate the use of the strategic steps