



# THE INFLUENCE BUSINESS

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*Raise your level of influence*

## GIVING FEEDBACK (SEMINAR)

### Overview

This is an instructive and entertaining programme for **an unlimited number of partners/senior members** of your team, **lasting 60 – 90 minutes** (to suit your programme), using ‘forum theatre’ as the principal learning medium. It is an excellent option for retreats and conferences where it is a winner for that after-lunch ‘graveyard slot’ or following a run of heavy technical sessions.

We will agree with you two or three realistic scenarios where for example, a senior member of your team is giving individual feedback. This could be following a specific incidence of unsatisfactory work or concerning more general performance. These situations are often uncomfortable for the person giving the feedback and vital for the recipient that it is also constructive.

The medium for this programme is forum theatre. The two parties to the conversation will be played by The Influence Business actor/facilitators although the content and the words will come predominantly from the audience. The conversation may be stopped either by the actor/facilitators needing some ideas or by members of the audience who wish to help or redirect the flow of the conversation.

Being able to mentor, coach and evaluate one’s team are essential leadership skills, yet for some, it can be an uncomfortable experience and the real intent of the person giving feedback is not conveyed. This programme looks at the key skills of how to feed back honestly yet constructively so that both the team and the individual benefit from the experience.

### Aim

To help senior members of your team develop their skills and confidence to give honest and constructive feedback, so that they say what needs to be said to remedy the situation, that the message is received and understood, respect maintained and the relationship untarnished.

### Outcomes

At the end of this programme you will appreciate:

- How to give honest and constructive feedback
- The impact of unconscious bias
- The importance of understanding before you offer any solution
- How to ask questions that get under the skin of the matter
- The importance of listening very carefully
- How to match your tone with that of the other person
- The importance of natural body language
- How to get the other person talking
- How to appear relaxed and natural even when feeling uncomfortable



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### Methodology

Both parties in the conversation are played by actor/facilitators. The audience contributes with specific wording and behaviours which the actor/facilitators play out. The flow of the conversation can be interrupted by any party to bring about a change in direction.

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