

Programme on

Art of Giving & Receiving Performance Feedback

Tuesday, January 8, 2019 • 9.30 a.m. to 5.00 p.m.



Venue: Torrent-AMA Management Centre, Core-AMA Management House, ATIRA Campus, Ahmedabad 380 015

What it is.. Most of us intellectually grasp the importance for success in business of giving and receiving honest feedback. Why do so few of us do it well? Because it is difficult. Many of us are averse to hurting someone's feelings and so are reluctant to deliver the full truth as we see it. We are also uneasy while receiving feedback ourselves. It can be embarrassing and unpleasant..

Why is it important.... It is proven that regular and continuous feedback is a major factor in enhancing performance and motivation because it enables individuals to judge more clearly how they are performing against their objectives/targets and other expectations. It helps employees contribute their best, use their abilities to the fullest and feel connected to the organization.

What will it cover?

- Key Objectives of Performance Feedback
- Establishing a Climate of Openness & Trust
- Sequential Process of Performance Feedback
- 'BOOST' model for Assertive Communication
- Questions that Help vs Hinder Discussions
- Giving Positive Feedback and Constructive Criticism
- Overcoming Barriers & Discomfort in Giving Feedback
- Reinforcement vs Redirection Feedback – Keys to Success
- Managing Difficult People – Using 'I' Statements
- How to Receive Feedback – the Readiness Checklist
- Importance of Documentation, Commitment & Follow-up
- Learning into Action, Course Summary & Conclusion

Methodology: Self-assessment Exercises, Case-studies, Group Activities & Audio-Visual presentations

Faculty: Mr. Vincent D'Silva, Principal Consultant, Silva Management Services. Vincent has over 25 years of work and consulting experience in reputed organizations in the areas of Strategic Planning, Marketing & Manufacturing. His courses on Communication Effectiveness, Sales & Service Excellence and Leadership Development have been conducted in India, the Middle East & South-East Asia. He is an Engineer from VJTI, an MBA from the S. P. Jain Institute of Management, and has been a faculty at several renowned business schools and corporates in India.

Fee: Rs.1600/- per participant inclusive of GST. Concession for Member 10%, Patron Member 20%. Fee includes course fee, cost of reading material, lunch & refreshment. The cheque may please be drawn in the name of 'Ahmedabad Management Association.'

Programme on Art of Giving & Receiving Performance Feedback **January 8, 2019**

REGISTRATION FORM: Please fill-in and return this form along with participation fee to:

Ahmedabad Management Association, Dr. Vikram Sarabhai Marg, ATIRA Campus, Ahmedabad 380 015.

Mobile: 9537407187, 7069940917, 7203030990 • Phone: 079-26308601-2-3-4-5 • Fax: 079-26305692

E-mail: ama@amaIndia.org • Website: www.amaIndia.org • Android Mobile App: AMA-Ahmedabad amaIndia.org

Cheque should be drawn in favour of "Ahmedabad Management Association".

Name(s)	Position
1. _____	_____
2. _____	_____
Organization:	_____
GST No.:	AMA GST No.: 24AAATA 5881D1Z0
Address:	_____
	Pincode No.
Telephone(s):	Mobile:
E-mail:	<input type="text"/>