



Programme on

Art of Giving & Receiving Performance Feedback

Feedback is the breakfast of champions
Tuesday, June 6, 2017 • 9.30 a.m. to 5.00 p.m.

Venue : Torrent-AMA Management Centre, Core-AMA Management House,
AMA Complex, Dr. Vikram Sarabhai Marg, Ahmedabad

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
- Creating a Problem Solving Atmosphere
- Sequential Process of Performance Feedback
- 'BOOST' model for Assertive Communication
- Questions that Help vs Hinder Discussions
- How to Get an Employee to Talk Freely
- Giving Positive Feedback and Constructive Criticism
- Dealing with Marginal/Poor Performers
- 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
- Implementing a Feedback Culture in the Organization
- Learning into Action, Course Summary & Conclusion

Who is it for? Primarily for any employee who is a reviewer in the Performance Appraisal & Management

Process, but also open to any manager who is interested in learning more about giving and receiving feedback.

Methodology: Lecturettes, Exercises, Role-Plays, Case-studies and Audio-Visual Presentations

Faculty Profile: Mr. Vincent D'Silva

Mr. D'Silva is the Executive Director of Silva Management Services and has over 25 years of work and consulting experience in reputed organizations in the areas of Strategic Planning, Marketing and Manufacturing.

His courses on Communication, Assertiveness & Presentation Skills, Customer Sensitivity, Managerial Effectiveness, Business Etiquette, Team Building and Time Management have been conducted in several corporate organizations in India.

He is an Engineer from VJTI and an MBA from the S. P. Jain Institute of Management. He has been a visiting faculty at several reputed business schools in India. His workshops have been highly rated for their content, methodology and style of presentation.

Fee : Rs.1500 per participant. Fees include course fee, cost of reading materials, lunch and refreshments. (Concession: 10% for members, 20% for patron members). Cheque should be drawn in favour of "**Ahmedabad Management Association**".

Registration

Please send your registration along with participation fee to:

Ahmedabad Management Association

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

Phone: 079-26308601-6 • **Mobile:** 9537407187, 7069940917

Fax: 079-26305692 • **E-mail:** ama@amaIndia.org

Website: www.amaIndia.org

Mobile App: AMA-Ahmedabad amaIndia.org



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| 1. _____ | _____ |
| 2. _____ | _____ |
| Organization: | _____ |
| Address: | _____ |
| _____ | _____ |
| _____ | Pin Code: _____ |
| Telephone(s): | Mobile: _____ |
| Fax: | _____ |
| E-mail: | <input type="text"/> |