



GIVING PERFORMANCE FEEDBACK

Facilitated by Sohail Zindani

Overview

Mention the word “feedback” and most people jump to the conclusion that they’re about to experience something uncomfortable or negative. But imagine a world without feedback— we would cease to learn, grow, and improve ourselves, our performance, our behavior, and our lives. Yet most of us resist giving and getting feedback because we fail to see the upside.

Giving feedback appropriately is a powerful skill. And it is a skill everyone needs to master—especially in the business world, where delivering feedback can make a marked difference in performance. The good news is it is a skill and can be learned.

This course focuses on giving feedback, a critical skill in coaching and developing others. Leaders know that, “Feedback is the breakfast of champions!” No world-class performer could ever develop their talent without meaningful feedback on their performance.

The program also offers a situational focus that helps leaders identify exactly the type of feedback that is most appropriate for the situation. Using an exclusive Feedback Decision Tree, leaders determine if a person is intrinsically or extrinsically motivated toward accomplishing a goal and which type of feedback will develop others’ competence and internal commitment.

The result is a comprehensive approach that teaches leaders how to deliver feedback in a way that improves performance, promotes trust and confidence, and increases productivity throughout an organization.

PROGRAM OUTCOMES

- Motivated, engaged, coached employees who believe the organization cares about them
- Organization-wide understanding of how providing effective feedback develops others
- Increased competence, motivation, and confidence in relation to the organization’s outcomes
- Improved trust and respect between leaders and the people they lead
- Inspired employees who provide better sales approach & customer service, thus driving customer loyalty

Program Outline

INTRODUCTION

- Registration, Wisdom on the Wall™
- Personal Reflections
- Agreeing Learning Objectives

UNDERSTANDING FEEDBACK

- Giving feedback – real situations
- Defining feedback and contextualizing the impact of our upbringing and cultural norms on how we give & receive feedback
- Role & motives for giving feedback
- Exploding myths

SPEAK MODEL

- Building comfort around Challenging Conversations through SPEAK Model;
 - **State** your concerns directly
 - **Probe** for information to gain deeper understanding
 - **Engage** each other through whole-hearted listening
 - **Attend** to body language
 - **Keep** forward focused when possible

MASTERING THE FEEDBACK PROCESS

- Pure Feedback on What
- Pure Feedback on How
- Personalized Feedback – Praise
- Personalized Feedback – Disapproval

CHALLENGING CONVERSATIONS

- How to give negative feedback when spirits are high and your organization is “nice”
- Giving a high performer productive feedback
- A new perspective: Strengths Based Feedback
- Plan of Action Commitment, Certificate Distribution and Workshop Selfie!

WHO MUST ATTEND?

Team leaders, managers and senior executives who are expected to give performance feedback during the appraisal or mid-year review process, to improve results and get higher performance from their team.

PROGRAM INVESTMENT

PKR 25,000/- + sales tax

per participant

(PST Lahore 16% or SST Karachi 13%)

- Register 4 delegates and 5th delegate attends for **FREE**
- The program fee covers program facilitation, course materials, refreshments, lunch and certificate of participation

CONTACT US

For registration and queries regarding “Giving Performance Feedback” program, contact:

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BRING **GIVING PERFORMANCE FEEDBACK** IN-HOUSE
Contact **Nabil Kalu** at nabil.k@learningmindsgroup.com or 0345-3340600

COURSE FACILITATOR

SOHAIL ZINDANI

Disruptor, Strengths Ambassador,
Leadership Coach, Master Trainer & Author,
Founder and CEO, The Sohail Zindani Company



For more than a decade now, Sohail is leading a movement to transform the way we develop people. His strength-based approach is thoroughly embedded in all the learning solutions he offers. He believes in the uniqueness of human potential and advocates it with his unmatched enthusiasm and pragmatic approach. Sohail Zindani is a student and teacher of leadership & talent development.

He has devoted his life to sharing his thinking in order to help other leaders and organizations develop an agile learning culture. Sohail's unconventional and innovative views on talent, learning, leadership and business have attracted significant attention. Sohail spends a significant time studying individuals, teams, and organizations to understand what makes world-class performers, summarizing it, and sharing it with the world.

In addition to his work in the corporate sector, Sohail has a passion for learning and teaching in the social sector, including education, healthcare, social ventures, and other cause-driven nonprofits. Sohail Zindani addresses over 50,000 people across Pakistan and other countries each year through his keynote presentations, workshops, and seminars, captivating audiences with his subtle humor, research-based insights, real life cases and anecdotes that inspire people, teams and organizations to be more, achieve more and give more.

Building on more than a decade of experience as the CEO of Learning Minds Group, he founded The Sohail Zindani Company in 2016 with a clear mission: to help individuals build on their innate strengths, help teams to utilize the power of diversity, help leaders to embrace rather than conquer and help organizations to be profitable and responsible.

Sohail lives in Karachi, Pakistan and at various airport's departure lounges.

"Recently, I had the incredible privilege of working with Sohail Zindani from Karachi Pakistan. What a remarkable colleague! He has astute insight on how to manage individual talent, develop leaders, and create organization capabilities and cultures. In public discussions and private conversations, he "knows his stuff." He is passionate about generating new ideas that will have impact and he is gifted at generalizing those ideas through his stage presence. But, most important, he is a remarkable human being, focused on caring, service, and helping others find meaning. And, he has accomplished much at a very young age. It is such a delight to endorse and recommend him to those who want to improve their personal skills or create stronger organizations."

- Prof. Dave Ulrich, Rensis Likert Professor, Ross School of Business, University of Michigan, World's Leading Authority on HR & Leadership

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