



# Using feedback as a management tool

Develop your ability to give feedback, prepare and practise

## Objectives:

- Identifying actions conducive to close management through the use of feedback
- Understanding and adapting to the personalities of your team
- Providing individual feedback and holding productive team meetings
- Develop assertive communication when leading teams

## Contents:

### Key points on proximity and feedback

- Identifying representations of proximity and feedback
- Giving and receiving signs of recognition
- Distinguishing between different types of feedback (conditional/unconditional/positive/negative)
- Putting feedback into practice using appropriate methodologies
- Asserting yourself with listening in a relationship
- Identifying the 4 attitudes in delicate communication situations
- Developing assertiveness

### Practical workshops

- Experimenting with the use of 360° feedback with an employee or a team as a whole

**Duration:** 2 days

**Public and prerequisites:** All audiences - no prerequisites

**Price:** Upon request

## Quilotoa learning method:

Based on theatrical techniques, active and practical, it aims to give each participant the autonomy that is essential for lasting progress. Theoretical points of reference, passed on interactively, complement the practical exercises to help participants grasp the material.

## Assessment:

**Ongoing assessment:** as the course progresses, during the various simulations.

**At the end of the course:** on a summary exercise.

**After the course:** via an online form.

## People with disabilities:

Our head office welcomes people with reduced mobility. For further information, please contact our disability officer : [n.barbey@quilotoagroup.com](mailto:n.barbey@quilotoagroup.com)