

Feedback Mastery Program Overview

Feedback is a leadership power tool!

Feedback is truly a leadership power tool, yet few tools are more misused, under utilized or even abused. Both early-career and experienced managers struggle with feedback, often rationalizing not delivering it for fear of upsetting people or teams. Others hesitate to deliver constructive feedback out of fear that they won't be liked by their team members. And for those that do deliver it, they frequently blur the message in an attempt to minimize a potential negative reaction from the receiver.

Alternatively, managers who develop the comfort and confidence to wield this tool fairly for constructive and positive feedback are capable of having a profound impact on performance, morale and even loyalty.

Overview: ideal for individuals and groups interested in gaining tools, skills and experience to immediately help in delivering effective constructive and positive feedback.

Audiences: new and existing leaders, informal leaders, team leaders and anyone responsible for managing the work and performance of others.

Available Formats: ideal for full day, available in half-day or multiple sessions. ON-LINE version for individual self-study Optional individual and group coaching available.

Learning Objectives:

- Help you understand the performance and development power of feedback.
- Provide fair warning of the pitfalls, obstacles and bad feedback habits that impact so many
- Teach you the approaches, tools and processes needed to deliver effective feedback.
- Guide you on applying the approaches and tools immediately in your work environment.
- Offer encouragement to continue practicing and honing your feedback skills.
- Prepare you for stepping into future and increasingly challenging leadership roles.

About the Program Developer/Presenter:

Art Petty is global technology executive and experienced management and leadership training, teaching and coaching professional. Petty writes extensively on management and leadership, serves as a highly-reviewed graduate management educator and is the co-author of *Practical Lessons in Leadership* and the author of the forthcoming, *Leadership Caffeine-Ideas to Energize Your Professional Development*. All of Petty's programs emphasize practical, real-world professional skills development.

Discuss a Program and Pricing: Contact Art at 847.612.8420 or art.petty@artpetty.com