

## Course Outline

- How to give feedback to your staff?
- Where to give your feedback?
- How feedback fits into the continuous improvement cycle?
- Planning your feedback to improve performance
- The rules for effective feedback
- Apply the continuous improvement cycle - goal, plan, action, feedback & change
- How to deliver negative feedback?
- Proper praise and appreciation
- How to set goals based upon recent feedback?
- How to gain commitment to improve?