

<b>Management Effectiveness</b>	
<b>Session Code</b>	<b>ME03</b>
<b>Session Title</b>	<b>Communicating Decisions &amp; Giving Feedback</b>
<b>Topics Covered</b>	<b>Communicating decisions, proposals, saying “no”, reprimanding, giving feedback</b>
<b>Delivery</b>	<b>Half Day (4 Hours) - tutor led f2f or online sessions</b>
<b>Minimum - Maximum Number of Delegates</b>	<b>1-10</b>
<b>Who will benefit?</b>	<b>Managers at all levels</b>

<p><b>Content</b></p> <ul style="list-style-type: none"> <li>▪ The 10 points of communicating decisions and their use</li> <li>▪ What giving feedback is and what it isn't</li> <li>▪ Communicate decisions to control (performance and behaviour etc.) and motivate</li> <li>▪ Communicate proposals</li> <li>▪ Say “no”</li> <li>▪ Letting employees go</li> </ul>	<p><b>Benefits</b></p> <ul style="list-style-type: none"> <li>▪ Learn how to communicate decisions and give feedback about performance or their behaviour</li> <li>▪ Learn how to feedback in all directions: your direct reports, peers and line managers</li> <li>▪ Learn a style and easily remembered structures to communicate and give feedback</li> <li>▪ Gain confidence</li> <li>▪ Learn how effective feedback should be communicated</li> </ul>
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