STARBUCK ACADEMY · GROW · PROGRAMME BROCHURE

Manager Skills: Giving Feedback

Feedback your team can hear, use and act on

A short, practical course for managers and team leaders who want feedback to feel less awkward and more useful. In five video lessons you learn to give recognition that lands, raise developmental points clearly and kindly, and make feedback a normal part of how your team works.

- 5 video lessons of about 3 minutes
- Workbook with 5 practical tools
- 12 months' access
- Certificate of completion
- **CPD accreditation in progress**

£49

per person, one-off payment, VAT included.

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/courses/manager-skills-giving-feedback/

ABOUT THE PROGRAMME

Why feedback is worth getting right

When people hear nothing from their manager, they rarely assume all is well, and small issues grow unnoticed. Yet most managers put feedback off, worried about upsetting someone or getting it wrong. This course gives you simple structures you can use the same day, including situation, behaviour, impact from the Center for Creative Leadership. Each lesson ends with a real conversation to have at work, so the skill builds week by week.

Who it is for

For managers and team leaders at any stage, from those leading a team for the first time to experienced managers who still find feedback conversations hard. It suits anyone who wants a clear, humane approach they can use straight away.

What you will be able to do

By the end of the programme you will be able to:

01 Understand why feedback matters and avoid the common ways it goes wrong

02 Give specific, sincere recognition that shows people what to keep doing

03 Plan developmental feedback using situation, behaviour, impact and a question

04 Handle defensive, upset or silent reactions calmly and agree clear next steps

05 Ask for and receive feedback on your own leadership

06 Build a regular feedback rhythm in your team

THE PROGRAMME

Five lessons

Each lesson is a short video of about 3 minutes, with lesson notes, a practical tool and a workplace task so you can use it straight away. A five-question knowledge check closes every lesson.

01 **Why feedback matters and goes wrong**
What feedback is for, why managers hold back, and the familiar traps, with a feedback audit of your last two weeks.

02 **Recognition that lands**
How to make recognition specific, sincere and fair, using a recognition log across a real week.

03 **Developmental feedback with SBI**
Situation, behaviour, impact plus a question, with a planner for one conversation you have been putting off.

04 **The feedback conversation**
Opening well, listening, handling reactions and agreeing what happens next, with a conversation guide.

05 **Building a feedback habit**
A regular feedback rhythm for your team, feedback between colleagues and feedback on yourself.

WHAT YOU GET

What is included

- Five short video lessons you can watch on any device
- Lesson notes, workbook pages and a practical tool for every lesson
- The full Manager Skills: Giving Feedback workbook to download once you have enrolled
- A five-question knowledge check at the end of each lesson
- A Starbuck & Associates certificate of completion showing 2.5 estimated learning hours
- 12 months' access, so you can work at your own pace

How your learning time adds up

Your 2.5 estimated learning hours are made up across five lessons of about 30 minutes each:

- Watching the five short lesson videos: about 15 minutes (about 3 minutes each)
- Reading the lesson notes and workbook pages: about 40 minutes (8 minutes each)
- Working through the practical tool for each lesson: about 40 minutes (8 minutes each)
- Planning each workplace task: about 30 minutes (6 minutes each)
- Completing the five-question knowledge check after each lesson: about 25 minutes (5 minutes each)

Total: 2.5 estimated learning hours. Carrying out each workplace task at work is in addition to this. The pass mark for each knowledge check is 80% and you can retake it as many times as you need.

Who designed it

Designed by ICF credentialed coaches at Starbuck & Associates, led by Paul Starbuck, our Founder and CEO and an ICF Master Certified Coach (MCC). Every lesson draws on our coaching and leadership development work with organisations in the UK, Europe and internationally.

For teams and organisations

Buying for a group of managers? We can set this programme up for your whole team, on its own or as part of a wider academy for your organisation. Email academy@starbuckassociates.com and we will put a proposal together.

ENROL TODAY

£49 per person, one-off inc. VAT

Enrol online and start lesson one straight away. Every programme carries our 14 day money back guarantee.

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