

#3. Receiving Feedback: How to Hear it, Receive it, Use it

We get feedback every day of our lives from colleagues, bosses and clients, friends, and family. Some feedback is hard to hear, some makes us feel great, some is useful and some – you wonder what planet it came from!

Receiving feedback is challenging because it is at the intersection of two human desires...we want to learn and grow and we want to be accepted just the way we are.

In this highly interactive half-day workshop we will explore:

- How to recognize feedback when we hear it, and understand how we could benefit from it;
- Three ways we are triggered by feedback and how these triggers get in our way;
- Communication strategies to manage emotions when receiving feedback; and
- Strategies to find the value in feedback and understand what to do with it.

This session has a capacity of 40 people. Register for this course early to avoid disappointment!