Communication GAME C
Feedback Process Management

4 Sessions

Course Outline

Each session contains 90 minutes of learning, and we top and tail them with 10 minute segments to aid the learning continuity between sessions.

Session 1
Avoiding blind spots and black holes
Before we start any communication activity, we need to know how we're going to measure its effectiveness. Is it producing the required results and, if not, what needs to be done so it does so, and who needs to do those things? Again we're going to need DFVP practices for this, so we'll begin this session looking at the principles and purposes. We'll also explore the best times to be seeking feedback.

And because we need to keep it coming, we'll look at the Service Level Agreements we have to put in place so the feedback doesn't disappear into a black hole.

Session 2
Feedback simulations
Most people giving feedback are unlikely to be communication specialists, and neither will be most of the people responding to it. So what either side says may not be as TRACELACE as it needs to be. And it's our job to give people templates to follow which can maximise the possibility of both the feedback and the responses being as valuable as they can be.

We'll walk our way through the templates, and run a series of 'simulations' which will enable you to evaluate what's being said by both the feedback provider and the resource owner. And we'll look at when we need to communicate the feedback responses more widely.

Session 3
System feedback
Just as we need to be sure if individual communications are hitting the mark, so too do we need to be ensuring the overall system is working for everyone. So we'll look at how you need to set this up, including any templates you may need to provide. And again we'll look at where appropriate responsibilities may lie for running and responding to this feedback, and any SLAs those people should be meeting.

Session 4
Introducing new standards & rules
You need to be able to show your workings with these two practices, to give yourself the best possible chance of people following the standards.

In this session we'll walk through both the documentation of the rules, and the workings out which underpin them. And we'll discuss the practical concerns you may have about implementing these standards – so you can introduce them with justifiable confidence.