

Giving Feedback: Resolving Employee Relations Problems (CIE 5029)

Purpose

The purpose of this workshop is to teach skills and methods of effective feedback to nurses, doctors, administrators, union leaders, HR professionals, maintenance staff, etc. and to provide them confidence in their ability to give effective feedback (both negative and positive) and resolve employee relations problems.

Format

This workshop, of up to 15 participants, will be interactive with members working in groups to learn feedback concepts; the significance and consequences of feedback (both negative and positive); develop an affirming leadership mindset; and learn related ideas and skills. It will focus on the here and now, starting immediately!

Flexibility

The workshop can be modified and tailored to the needs of the organization. It can be conducted as a one day session or a series of two half-day (or three) sessions, depending on the needs of the participants, their time constraints and the constraints of the institution.

Description

With regard to feedback, there is only doing--whether it's effective or ineffective. This is acutely true in healthcare which is so intimately interpersonal, patient focused and service oriented. Therefore, it behooves leaders, managers and supervisors of whatever stripe to learn how to become more effective at it. You will become more skilled at providing feedback. You will plan for and conduct simulated feedback discussions. The workshop will focus on practice--preparations, setting appointments, providing feedback, and learning what to do in an emotionally charged situation.

What You Will Learn

- **Definition.** You will learn an effective, useful definition of interpersonal feedback and why it is so important. You will discover effective feedback criteria.
- **Feedback.** You will explore the significance of feedback (the essence of learning) and the consequences of feedback (improved performance).
- **Leading and Teaching.** You will learn the most effective way to consider your role as leader, teacher and provider of feedback.
- **Confidentiality.** Feedback must be conducted in an atmosphere of trust and mutual respect which require absolute confidentiality.
- **Mindset.** You will develop the affirming, constructive, leadership mindset that is required to effectively provide feedback and motivate employees to improve their behavior.

- **Analysis.** Become skilled at effective pre-review performance analysis. Preparation is critical to conducting feedback discussions, a performance reviews or difficult a conversations.
- **Commitments.** You will put these skills to work immediately--Monday morning! You will learn effective methods for preparing yourself and using the myriad of resources around you.
- **Assignment.** You will be given and assignment to report back at the next session. You will decide on an immediate action plan: What are you going to do when--*no matter what?*

Who Should Attend

All leaders, managers, and supervisors (technical and non-technical) line and staff, medical and non-medical, hospital and union. Also all those who anticipate becoming managers and supervisors, team leaders, group leaders, department heads, union leaders, floor managers, administrative managers, and HR professionals.

Instructor

Bob Toronto is currently an adjunct professor of leadership development and organizational behavior, specializing organizational change. As a consultant, Bob served a wide range of organizations including healthcare, automotive OEM's, tier-one and tier-two suppliers, high-technology firms, oil refining, book publishing, and insurance companies. His focus on *ensuring the future* is the defining characteristic of his organizational services.

Previously, Bob was on the Organizational Effectiveness Staff of the University of Michigan Health System; the Director of a University-Industry Partnership with UAW-Ford National Programs Center; the Manager of Training at The Budd Company (now ThyssenKrupp Budd) and a Senior Associate at Rensis Likert Associates. He holds a Ph.D. in Organizational Psychology from the University of Michigan, an MA in Industrial Psychology from the University of Utah and a BS in Chemistry (pre-med) from the University of Utah.

Continuing Education Units (CEU's)

CEUs will be awarded to each participant who completes the program. The CEU is a nationally recognized means of tracking non-credit continuing education development. It confirms participation in a structured professional development activity or course work. One CEU is awarded for 10 hours of completed activity or course work. A permanent record of each attendee's participation is maintained in the Office of the Registrar at the University of Michigan-Dearborn.

Register

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