

MINERAL AREA COLLEGE PRESENTS

High-Impact Feedback and Listening

Development Dimensions International's (DDI) Interaction Management Series

Thursday, April 19, 12:00 p.m. – 4:00 p.m.

When sharing feedback is part of an organization's culture, it is an effective business tool that reaches across all levels. In this course, individual performers learn how to effectively deliver both positive and developmental feedback. They also learn how to be receptive to feedback and to listen to accurately understand the speaker's intended message. In the workplace, these skills help them to optimize and sustain their own and their coworkers' performance.

DO YOU FACE ANY OF THESE ISSUES?

- > Do people in your organization get enough feedback about their job performance?
> How good are people at giving and receiving both positive and developmental feedback?
> Do people listen effectively to accurately understand the speaker's intended message?
> Do business results suffer because people don't get the feedback they need to perform to their potential?

PERFORMANCE OBJECTIVES

Helps individual performers:

- > Support colleagues' job performance, growth, and development.
> Build authentic, trusting relationships with colleagues.
> More wisely choose opportunities to give and seek feedback.
> Handle, reduce, or eliminate defensiveness or negative emotions that can occur in a feedback discussion.
> Help create a culture of teamwork and performance.

PRIMARY COMPETENCIES DEVELOPED

- > Communication
> Coaching

SECONDARY COMPETENCIES DEVELOPED

- > Continuous Learning

Questions? Contact Bev Hickam, Workforce Development Director, 573-518-2182 or 573-270-3542

Enrollment Deadline: April 9

Enrollment Fee: \$170 per participant

Location : Continuing Education Building, Mineral Area College Campus (Directions: Take the Park Hills/Leadington Exit off Highway 67. The college is located on the east side of this exit. Turn left onto the college campus. Immediately turn left again. The second building is the Continuing Education Bldg. The US and Missouri flags are located in front of the building.

Email to Bev Hickam at bhickam@mineralarea.edu. Cost: \$170 per participant. Businesses will be billed direct. Cancellations accepted through April 16 or substitutes may be sent.

COMPANY: _____
CONTACT PERSON/PHONE _____

Name
1. _____
2. _____
3. _____

MO Resident
[] Yes [] No
[] Yes [] No
[] Yes [] No