

CAMPANILE TOOLS

This intensive course for senior leaders is an application of cutting-edge research in behavioural science and the neuroscience of leadership.



Advanced Feedback Skills



Giving and receiving performance-related feedback is one of the top challenges for leaders. Feedback is often resisted or ignored. Subordinates are reluctant to pro-actively give feedback to leaders. Sometimes there is simply no time to deal with this issue at all.

Who are we?

Based in Shanghai and working all over the world, Campanile Management Consulting is a vibrant team with versatile professional and cultural backgrounds. Our consultants bring experience in diplomacy, management, foreign trade, business services and training to our projects. Thanks to working with strategic partners worldwide, we stay ahead of the latest methods in leadership science and practices, and provide our clients with cutting-edge tools in a flexible and user-friendly way.

How do we work?

The individual focus of our work implies that we never deliver the same product twice. Carefully defining a small number of impactful changes takes additional work at the start, but ensures lasting results later.

Advanced Feedback Skills

Giving and receiving feedback is a highly complex interaction involving analytical skills, subtle human relations and conflicting views of performance. It can easily become personal and can lead to conflict. Yet, avoiding it results in wasted resources and falling morale. Companies and teams aspiring to create a culture of excellence must use feedback as a core tool of gaining competitive advantage.

This intensive course for senior leaders is an application of cutting-edge research in behavioural science and the neuroscience of leadership. Through scientific principles and complex situational case-studies, participating leaders develop their own optimal toolbox of giving and receiving feedback.

Key skills for impactful feedback

Learn how to:

1. Develop powerful self-awareness
2. Motivate through our four basic needs
3. Avoid typical feedback mistakes
4. Lead people through their strengths
5. Master empathy in leadership
6. Harness specific brain functions
7. Deal with instant resistance
8. Build a supportive environment
9. Use narratives for feedback
10. Use daily interactions for feedback

The workshop makes you able to:

- Discover problems earlier
- Drastically reduce conflict
- Get pro-active feedback from others
- Improve team engagement
- Discuss performance objectively
- Keep problems from escalating
- Promote trust and excellence
- ...and of course all of this will give you clarity and confidence to get results.

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Previous users of this programme:



What does a typical programme look like?

Awareness:

We start the project by listening to the client's description of their business, management structure and leadership culture, the successes and challenges that people experience with exchanging feedback. Before we commit to any changes, we conduct individual assessment using personality or behavioural tools chosen either by the client or by Campanile. Finally, we set clear goals and decide on the best ways to accomplish them: consulting, coaching, workshops or more.



Skills:

Now that we are familiar with our client's feedback practices, goals and challenges, we design and deliver customised methods related to preparing, giving and receiving feedback, in the form of individual and group coaching, skills development and workshops. Depending on the client's needs, the focus may be on performance-related feedback, personal development, conflict situations, cross-functional or upward feedback. Participants practice industry-specific case studies and real-work scenarios under realistic time pressure. Each activity builds on the results of the previous one, and can be adjusted accordingly.



Habits:

Without proper follow-up, consulting, coaching and training becomes a distant memory after six months. We know how busy people are, and therefore we design our projects realistically. From simple reminders to refresher workshops, we offer a dozen ways to turn a single programme into a habit-changing journey of improvement. We also work together with our clients to ensure that levels, units and teams within the company support each other's improvement.



We deliver!

For a detailed online brochure and photo gallery of previous programmes, visit our site at:

www.campanileconsulting.com

Please send your questions and requests to:

info@campanileconsulting.com

What makes Advanced Feedback Skills effective?

- It is based on the **personal assessment**
- We work together with the client to **define the outcome** of the course
- We **customize the content** of the course, including printed workshop material
- Participants use current **work-related examples** to apply new methods
- We use **case studies** based on information collected from the client
- Participants create **personal improvement plans** that we will follow up
- We carefully **monitor the outcome** of the course and
- We provide our clients with detailed **reports and follow-up plans**

Our philosophy at Campanile is never to deliver the same programme twice. For customized solutions tailored to your industry and specific needs, [contact us](#).

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