

## Giving and Receiving Feedback

### Key Outcomes:

1. Good-to-Go Plan to pursue continuous improvement.
2. Knowledge on how to give and receive feedback effectively.
3. Step-by-step guide on how to create a feedback friendly environment.

### Workshop Outline:

- 1. What Makes a Champion? (Methods: Interactive Discussions, Questions and Answers)**
  - a. Understanding Tiger Woods, Roger Federer and Usain Bolt.
  - b. Feedback – what and why?
  - c. Creating a Feedback Friendly Environment.
- 2. How to Give and Receive Feedback. (Method: Case Study, Scenario Role Play)**
  - a. How to Give Feedback.
  - b. How to Receive Feedback.
  - c. What to do with Feedback?
- 3. Pursuing Continuous Improvement. (Method: Coach, Good-to-Go Plan)**
  - a. The PAI (Practice, Assess, Improve) Framework.
  - b. The PAI (Practice, Assess, Improve) Ladder.
  - c. Good-to-Go Plan for Continuous Improvement.

For any enquiries, please contact Salwana Ali directly at either the following:

Email: [salwanaa@salwanaali.com](mailto:salwanaa@salwanaali.com) OR

Phone: +6 012 238 1428

### Workshop Schedules

Time: 10.00am – 1.00pm

Dates: Feb 19<sup>th</sup>, 2014; March 19<sup>th</sup>, 2014; April 9<sup>th</sup>, 2014; August 6<sup>th</sup>, 2014; Sept 10<sup>th</sup>, 2014; Oct 21<sup>st</sup>, 2014 and Nov 26<sup>th</sup>, 2014.

### Venue:

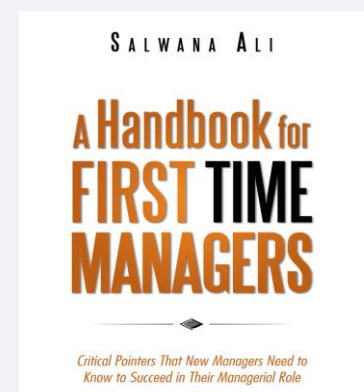
@Thinking Loft | Salwana and Rahim Associates Sdn Bhd | B - 3A-18, Capital 2 (Block B) | Oasis Ara Damansara | Jalan PJU 1A/7A Ara Damansara | Petaling Jaya | Selangor.

### Workshop Fee:

RM190 per person

### Number of Participants:

Maximum 15 persons only.



## Learning Methods:

Utilizes blended of multiple practical approaches as listed:

1. Interactive Discussions, Questions and Answers.
2. Case Studies.
3. Coaching.
4. Scenario Role Play
5. Good-to-Go Action Plans.

## Workshop Audiences:

1. First Time Managers
2. New Managers (first 24 months in the managerial role)
3. Individual Contributors (ICs) planning to be managers in the near future ( 6 – 12 months timeframe)

## Workshop Facilitator:

### Salwana Ali

Salwana Ali, the author of “A Handbook for First Time Managers” and a Managerial Performance Consultant is currently the Managing Director of Salwana and Rahim Associates Sdn Bhd.

She spends her time helping organizations improve performance and effectiveness. She helps managers who are keen on developing their skills to become effective. In addition to working with individuals, she consults organizations on improvement of their business processes, development of performance measures, and implementation of tools and guidelines to monitor performance. She facilitates learning workshops on management development and performance management. Her list of growing clients spans across key industries like regulatory bodies, energy, construction, insurance and small medium enterprises.

Prior to founding Salwana and Rahim Associates Sdn Bhd, she has had nineteen years of corporate experience, a major of which involved being in senior sales management teams and leadership positions in multinational organizations such as Microsoft.

She is an Accredited Training Professional and a member of the Malaysian Institute of Management.

## Workshop Registration

Please register your participation by doing the following:

Mark the date that you want to attend

Fill in the required details

Scan this portion and email it to [salwanaa@salwanaali.com](mailto:salwanaa@salwanaali.com) or fax this portion to 03 – 78310146

The date that I choose to attend is:

- Feb 19<sup>th</sup>, 2014
- March 19<sup>th</sup>, 2014
- April 9<sup>th</sup>, 2014
- Aug 6<sup>th</sup>, 2014
- Sept 10<sup>th</sup>, 2014
- Oct 21<sup>st</sup>, 2014
- Nov 26<sup>th</sup>, 2014

Name: \_\_\_\_\_

Email: \_\_\_\_\_

Designation: \_\_\_\_\_

Organization: \_\_\_\_\_

## Mode of payment:

Cheque payable to Salwana and Rahim Associates Sdn Bhd  
OR direct transfer to Maybank  
Account No: 514721109256