

# Consultative Feedback

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<b><i>Business Issue</i></b>	Companies gain their competitive advantage by building high-performing teams that provide excellent service to their customers. One factor in creating a high-performing team culture is instilling an environment of continuous growth and learning. Continuous growth stems from everyone's ability to give and receive feedback – no longer is manager to employee feedback once a year or once a quarter enough. Performance and communication increases dramatically when employees at all levels have the skills and confidence to provide productive non-threatening feedback to their manager, team members, and colleagues.
<b><i>Advance Consulting Solution</i></b>	The <i>Consultative Feedback</i> workshop presents a practical proven model for providing and receiving feedback to others while maintaining a clear goal. We define “Consultative Feedback” as information about past behavior, delivered in the present, which may influence future behavior.
<b><i>Program Content</i></b>	<p><b>Create a Climate for Feedback:</b></p> <ul style="list-style-type: none"><li>✓ Identify feedback opportunities</li><li>✓ Get into the feedback mindset and minimize distractions</li><li>✓ Identify motivational factors</li></ul> <p><b>The Feedback Conversation:</b></p> <ul style="list-style-type: none"><li>✓ Ask for permission and set-up feedback agreements</li><li>✓ Use questioning techniques to better understand others' opinions and frames of reference</li><li>✓ Advocate ideas while inviting inquiry</li><li>✓ Gain insights by observing body language, tone of voice and words</li></ul> <p><b>Provide Feedback and Receive Feedback:</b></p> <ul style="list-style-type: none"><li>✓ Provide and receive effective feedback using a 3 step model</li><li>✓ Maintain or build others' self-esteem</li><li>✓ Manage the feedback conversation</li><li>✓ Provide feedback through observational coaching</li><li>✓ Get useful third-party feedback when required</li><li>✓ Deal with resistance</li></ul>
<b><i>Target Audience</i></b>	All employees and managers who work as a team to produce optimum results. This includes managers through individual contributors.

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Consultative Feedback *(continued)*

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**Program  
Delivery**

*Consultative Feedback* is delivered in a one-day, interactive format with post-workshop action learning assignments in which individuals have to provide three people with feedback and be willing to receive feedback from three other people of their choice around a specific topic.

Ideal implementation includes Manager commitment to reinforce and develop a culture of feedback and coaching among team members.

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**Learning  
System  
Approach**

Our team will work with you from readiness through implementation and reinforcement. Our goal is to ensure that the skills and tools learned are applied and integrated with your methodology and processes to achieve your optimum business results.

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**Business  
Results**

**Employee Retention**

- ✓ Empowers individuals at all levels to give and receive feedback
- ✓ Encourages “just in time” feedback that improves performance quickly
- ✓ Builds a high-performing team morale and culture
- ✓ Increases employee commitment
- ✓ Reduces mistakes and re-work that can cost time and money

**Customer Loyalty and Satisfaction**

- ✓ Easily transfer knowledge to customers through feedback and coaching
- ✓ Reduces errors and problems overtime, leaving the customer more self-sufficient
- ✓ Increases performance of customers, thus increasing their loyalty and satisfaction

**Productivity Improvement**

- ✓ Minimizes escalations to management
- ✓ Creates strong peer to peer working relationships
- ✓ Creates climate of trust and teamwork
- ✓ Empowers employees at all levels to take responsibility for increasing the overall performance of a team

*Advance Consulting is a management consulting and professional development firm that specializes in helping people build powerful, influential partnerships with internal and external clients. Our mission is to increase productivity, customer satisfaction and overall profitability. Through state-of-the-art consulting services and workshops offered throughout the U.S. and internationally, we teach professional and technical experts the behaviors and practices that enable them to work as consultants and trusted business partners.*

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