
Feedback:

An Important Communication Talent

Feedback is essential for personal and professional growth and it is often the most difficult aspect of communication. However, by being cognizant of certain aspects, feedback can be successfully given and received.

Effective leaders know that when providing feedback, instead of making demands, sharing ideas and information is much more effective. They also ensure it is well-timed. The recipient should be calm – not rushed – and the meeting should be scheduled with ample time to address the issues. Feedback should also focus on descriptions not judgments. For example, the team member's behavior should be addressed not his or her personality.

When providing feedback, leaders should focus on specific items that can be addressed tangibly. Ambiguous statements are ineffective and unproductive. Take the receiver's needs into consideration and paraphrase to help the receiver understand the feedback that is being provided.

Leaders should not just provide feedback, they should receive it. Strong, confident leaders routinely request constructive, respected and well-placed critique.

We all have strengths and abilities in how we communicate with others. However, there are skills that can be enhanced by developing effective communication. Encourage yourself and others in your organization to create individual action plans that directly address the ways you can be more effective in terms of communication on individual and group levels.

There are real costs to poor communication. Poor communication is often the result of a failure to convey and understand the information, intent or meaning of the message. Yet, when people communicate effectively, they can build productive working relationships, solve problems, supervise others and create trust in the workplace. Each represents characteristics of high performing organizations.

“You can have brilliant ideas, but if you can't get them across, your ideas won't get you anywhere.”

– Lee Iacocca

High Performance Leadership

The High Performance Leadership program enables companies to develop and implement transformational leadership and succession-planning initiatives through seminars, retreats, assessments, and one-on-one executive coaching. The HPL program offers the highest level of training for existing and emerging leaders through the use of proven best practices in leadership.

Through the program, organizations are able to enlist expert guidance and training from a select group of faculty members who are preeminent leaders in their fields. Content in the HPL program's principles and practices are based upon observation and research from the foremost authorities in the field of leadership and motivate people to move from high potential to high performance.

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- One-day seminars that lay the foundation for high performance leadership
- Two-to-three day retreats that allow for further leadership development
- A one-year, comprehensive development program that introduces foundational skills
- Custom, in-house training

