



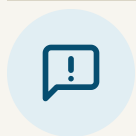
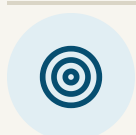
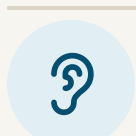
HRD Corp Claimable (SBL Khas)
Layak tuntutan HRD Corp

Say It So It Lands: Feedback That Actually Works

A 4-Hour Interactive Workshop by Jaynexus

Vague feedback gets ignored and personal feedback gets resented. Most people were never taught the difference, which is why so much feedback fails before it is even said.

What you will walk away with

-  Explain why most feedback fails, vague, poorly timed or aimed at the person instead of the behaviour, and what to do instead
-  Deliver feedback using the Situation-Behaviour-Impact (SBI) model so it lands as useful, not personal
-  Receive feedback, including critical feedback, without becoming defensive or dismissive
-  Hold a specific, overdue accountability conversation using a structured approach
-  Leave with a personal feedback rhythm, who, how often and in what format, that you will actually keep

 Duration
4 hours

 Format
**30% classroom,
70% activity and
discussion**

 Who it's for
Managers, team leads and individual contributors who give or receive feedback regularly

ONLINE

MYR 199.00

per pax, 4 hours

AT YOUR PREMISES

MYR 299.00

per pax, 4 hours

Prices exclude SST where applicable

Meet Your Trainer



Au-Yong

Principal Trainer | HRD Corp Accredited Trainer | COPC Certified CX Performance Leader

A decade building and leading contact centre, training and quality teams, starting on the frontline as a customer service agent himself. Built the training behind the American Embassy contact centre's win at the 2012 Contact Centre Association Malaysia Awards, then led Customer Connect Malaysia to Best New Contact Centre at the 2016 National Contact Centre Awards. Trains from what he has actually run, not a slide deck.



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