

PERFORMANCE  
MANAGEMENT

# Fearless Feedback

Neuroscience of feedback

Psychology

Outcome focused

Structuring feedback



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## KEY LEARNING OUTCOMES

- The case for feedback
- Managing emotional responses
- Planning and preparation
- Self-management
- IDEAS model for structure
- Moving forward from bad feedback
- Feedback in real-time

## TOOLS

Conversational Intelligence, IDEAS framework, coaching skills, powerful questions, neuroscience tips and guide

Be BOLD, Be COURAGEOUS, Be TRUE

