

# ***GIVING AND RECEIVING FEEDBACK***

<b>Component Description</b>	<b>Objectives</b>
<ul style="list-style-type: none"><li>◆ The feedback process</li><li>◆ Responsibility, Authority and Accountability Framework</li><li>◆ <i>Do's</i> and <i>Don'ts</i> in giving and receiving feedback</li><li>◆ Techniques for positive feedback</li></ul>	<p>By the end of this session, participants will be able to:</p> <ul style="list-style-type: none"><li>– Describe the process of giving and receiving feedback</li><li>– Discuss the concepts of <i>responsibility, authority</i> and <i>accountability</i></li><li>– Identify techniques for giving and receiving feedback</li></ul>

