IPI Academy

MANAGEMENT forum



Presented by
Management Forum

Giving Feedback That Actually Works (and Sticks)

16 March 27

Struggling to give feedback without awkwardness or defensiveness? This practical one-hour course equips you with the BOOST framework to deliver clearer, more constructive feedback – and help it lead to real, lasting change.

Format:
Free webinar

CPD:
1 hours for your records

Certificate of completion

Overview

Feedback can reinforce good performance, address problems early and help people develop. Yet many people hesitate to give it because they fear upsetting someone, damaging a relationship or provoking a defensive response. Receiving feedback can feel equally uncomfortable, particularly when it challenges our view of ourselves or feels personal, unfair or unclear.

This practical one-hour session explores how to make feedback easier to give, easier to receive and more likely to lead to useful action. Participants will consider common barriers and how using BOOST as a guideline can help make feedback clearer, more constructive and more credible.

Key areas covered:

1. **Making feedback clear and credible**
   Using BOOST as a practical guideline when preparing and giving feedback. The session explores how to focus on specific examples and observable behaviour, explain the impact and distinguish facts from assumptions about someone's intentions.
2. **Creating a two-way conversation**
   Delivering feedback respectfully, inviting the other person's perspective and checking understanding. This section considers how to respond constructively to disagreement or defensiveness while keeping the conversation focused and useful.
3. **Receiving feedback constructively**
   Listening before responding, asking questions to clarify the message and taking time to consider what can be learned. Participants will explore how to manage their initial reaction and seek useful examples when feedback feels vague or difficult to accept.
4. **Helping feedback stick**
   Turning feedback into a clear agreement about what should continue or change, what progress would look like and what support may be needed. The session also considers how timely follow-up, recognition of improvement and revisiting agreed actions can help sustain progress.

Benefits of attending

By the end of this session, participants will be able to:

- **Recognise** common fears and barriers associated with giving and receiving feedback
- **Use** BOOST to guide the preparation and delivery of constructive feedback
- **Explain** the impact of behaviour without making personal judgements
- **Encourage** a two-way conversation and respond constructively to defensiveness
- **Receive** feedback with greater openness and seek clarification where needed
- **Agree** practical next steps and follow-up that support lasting improvement.

The session consists of a 40–45-minute presentation, illustrated with practical workplace examples, followed by approximately 15–20 minutes for questions within the one-hour session.

Who should attend?

This series is ideal for anyone who leads, supports or works with others and wants to get the best from the people around them. Whether you're new to leading a team or an experienced leader looking to refresh your approach, you'll gain practical skills and techniques to build stronger relationships, develop others, improve performance and create a more effective, motivated team.

Presenter



Geoff Marsh

Geoff Marsh is the Managing Director of Dansam Ltd, a training company that began in September 1999.

Geoff started his career as a presenter in 1986 on the Lloyds Bank's 'Customer First' Programme. This was one of the largest series of roadshow workshops in the world at that time. The programme was seen by approximately 70,000 staff.

Geoff has presented courses with Management Forum for nearly 20 years.

In addition he has delivered training and coaching programmes for Robert Bosch Ltd, London Underground, Scottish and Newcastle Breweries, Rohm and Haas, Serono Pharmaceuticals, Domino Printing UK Ltd, Kall Kwik Printing, The Engineering and Physical Sciences Research Councils, Linton Lubricants, Halliburton, Interserve Project Services, The Midlands Co-op Funeral Division and many others.

Geoff has particular expertise in the financial services sector and his clients include organisations such as Coutts, Acin, Barclays Wealth, Lombard Odier, Lloyds Bank IPB, JP Morgan, Citibank, Bank Of Vietnam, Bank Of Singapore, Siam Commerce Bank, Bank of Georgia, Caledonia Investments, Unigestion, Taib Securities, , Asquith, Cheviot Asset Management, Ernst & Young, Nationwide, Fleming Family and Partners and Rothschilds. His work for these organisations has ranged from management and leadership skills, teambuilding, communication, presentation skills, front line sales and negotiation training as well as dealing with demanding clients, cold calling and asking for referrals.

As a trainer and presenter, Geoff has been involved with conferences, seminars and roadshows for organisations such as Kall Kwik, The Color Company, Alphagraphics, Regus, Great Western Railways, Wessex Water, Vision Box, Viapath and The Zoological Society of London.

Geoff is an international trainer and presenter and has worked outside the UK for organisations such as United Airlines, American airlines, Qatar Airways, BNP Paribas, HSBC, OCBC, Maybank and Unichem

He has been a visiting lecturer on the Swiss Finance Institute executive IWEMBA (International Wealth Management Executive MBA) programme. He has been a guest lecturer with the IE Business school in Madrid and has worked with the Singapore Wealth Management Institute (WMI) and the Singapore Management University for more than 14 years on their Masters in Finance programme (in conjunction with the Singapore Management University and the Nanyang University of Technology.

In addition Geoff is also much sought after as a presenter and after-dinner speaker. He has had his own weekly radio shows on Swindon FM and Swindon 105.5. He is the author and co-author of several books including 'High Performance Presentation Skills', 'A Sixty minute Guide To Powerful Presentations', 'A Sixty minute Guide to Developing Key Accounts' 'A Sixty Minute Guide To Franchising', and 'A Sixty Minute Guide To Direct Mail'.

Course date

16 March 27

Free webinar
09:00-10:00 **UK (London)** (UTC+00)
Course code 17786

How to book

Online:
ipi.academy/3448

Alternatively contact us to book, or if you have any queries:

Email:
info@ipiacademy.com

Phone:
+44 (0)20 7749 4749

Discounts

- Booking more than one delegate on any one date qualifies for a **30% discount** on the second and subsequent places.
- Most events qualify for an **early booking discount** prior to 6 weeks before the course date. Be sure to check on our website, where the latest discounts will be shown.

Further information

Fee
The fee includes all meals and refreshments for the duration of the course (for venue-based courses) and a complete set of course materials (provided electronically). If you have any particular requirements, please advise customer services when booking.

Please note
IPI Academy (and our training partners) reserve the right to change the content and timing of the programme, the speakers, the date and venue due to reasons beyond their control. In the unlikely event that the course is cancelled, we will refund the registration fee and disclaim any further liability.

Terms and conditions
The rest of the our terms, the event cancellation policy and the terms and conditions are on our website, please visit ipi.academy/content/terms-and-conditions

Run this programme in-house for your whole team

Coming to IPI Academy for your in-house training provides an all-inclusive service which gives you access to a wide variety of content, learning platforms and delivery mechanisms as well as your own personal training adviser who will work with you from the initial enquiry through to feedback and follow-up after the programme.

With over 600 trainers, all practitioners and experts across a huge range of fields, we can provide the training you need, where you need it, when you need it, and at a price which suits your budget. Our approach to tailored learning and development consists of designing and delivering the appropriate solution for each client.

For your FREE consultation and to find out more about how we can work with you to solve your training needs, please contact our training advisers:



ALEKSANDRA BEER
Tel: +44 (0)20 7749 4749
Email:
inhouse@ipiacademy.com



YESIM NURKO
Tel: +44 (0)20 7749 4749
Email:
inhouse@ipiacademy.com



Harry ALTAMONT
Tel: +44 (0)20 7749 4749
Email:
inhouse@ipiacademy.com

IPI Academy

IPI Academy is a training initiative of Falconbury and Management Forum; leading providers of industry training for over 30 years, based in the UK.

10-12 Rivington Street
London EC2A 3DU

ipi.academy
Tel: +44 (0)20 7749 4749
Email: info@ipiacademy.com