

Feedback & evaluative conversations

Starting with why feedback is necessary and which types of feedback matter most, this course helps leaders create the conditions for feedback to have maximum impact.

We examine the feedback process, enabling leaders to build a systematic and consistent approach to operating in the feedback space.

Done well, the conversations leaders have motivate, sharpen practice, build clarity, and move individuals and teams forward. Done poorly, they create compliance, confusion, or avoidance. As feedback is a critical component in both school improvement and creating a thriving culture, investment in feedback and evaluative conversations adds significant value.



“Leaders tell me that the work they have undertaken in this training has fundamentally changed the way they operate. Feedback has become a cornerstone of practice. The tools and techniques have given them confidence, and their new ways of working are influencing culture.” Vicky Crane.



“The resources really solidified the information and helped to drive all points home. Vicky had some excellent advice and the examples really helped.”

“Vicky created a safe environment to discuss some challenging issues. The content flowed and was supportive of the role/issues that come at this level of management.”

“Wonderful – made me think about many things differently.”

“Excellent guidance. Very interesting and informative.”

On-site training: typical prices

£750 +VAT for full day,
plus travel if outside Yorkshire

You can tailor the course
content to the needs of your
team / leaders involved.

Support for the creation of a
feedback policy can be
included.

A blended coaching
programme is available for
individuals. Please contact
for details.

Course curriculum:

- Creating the conditions necessary for feedback to have impact.
- Psychological aspects, including analysing your personal relationship to feedback and the shifts in thinking, behaviour and action that will improve feedback.
- Learn to avoid pitfalls. Setting out a process model.
- The practicalities: tools, techniques, questions, phrases and models that you can use in providing feedback.
- An opportunity to practice giving feedback to refine your skills.
- Follow through: techniques you can use to ensure feedback actually makes a difference.
- Create an action plan for improving the ability of your team to harness feedback and develop a feedback culture.

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