Soft skills

Learning from Experience: Feedback and Self-Questioning

A half day to learn from what has happened rather than simply live through it: ask for feedback, hear it without getting defensive, analyse a success or a failure and draw a rule for action from it. Participants practise the after-action review on a recent project or incident, and practise asking for useful feedback from their team, their peers and their hierarchy.

Duration : 0.5 day

Objectives

1. Ask for useful feedback from your manager, your peers and your team
2. Receive criticism without justifying yourself, separating facts, interpretation and emotion
3. Conduct an after-action review, alone or with a team, on a success as well as a failure
4. Draw personal rules for action from experience and track how they are applied

Programme

Half day

• Why we learn so little from experience: forgetting, justifying, looking for someone to blame

• Asking for feedback: from whom, when, with which questions to get something other than “it was fine”

• Receiving criticism: listen, clarify, thank, decide what to do with it

• After-action review in four questions: what was planned, what happened, why, what we keep or change

• Exercise: after-action review of a recent project or incident brought by each participant

Teaching methods

• After-action review applied to a recent experience of each participant

• Role plays: receiving critical feedback from your manager, an internal customer, an employee

• Pair work to phrase precise feedback questions

• A personal learning journal started during the session

Assessment and documents

Knowledge test at the end of the session, post-training evaluation at D+1. A numbered training certificate, verifiable online, is given to each participant, and the training report to the company.

Bilingual materials for every participant; each classroom course comes with its digital twin on OmniLearn.

Good to know

The counterpart of this module, on the side of the manager who gives the feedback, is the day “Speaking Up: Difficult Feedback and Managerial Courage”.

Practical information

Duration	0.5 day
Audience	Managers, project leaders, team leaders, experts and support functions
Prerequisites	No prerequisites
Group size	Groups of 6 to 12 participants, in-company
Format	In-company, face to face on your site
Language	French, Darija or English; bilingual materials
Funding	OFPPT special training contracts (TFP), GIAC, Maroc PME: we prepare the applications with you, at no extra cost.
Programme customisation	Programme adapted to your procedures, your equipment and your audience

Frequently asked questions

How is this different from “Speaking Up: Difficult Feedback and Managerial Courage”?
That day teaches you to give demanding feedback. The half day on lessons from experience works on the other side: asking for feedback, receiving it and turning it into a change in practice.

Is an after-action review a root-cause analysis of an incident?
It is close, but lighter: it applies to any experience, including a success, in half an hour. For complex technical problems, the course “Solving Complex Problems with Method” provides more complete analysis tools.

Can the method be applied with a team?
Yes. The after-action review is also run at the end of a project, after a peak in activity or after an audit. The session gives the outline to lead it with your team.