



AVENTIS  
LEARNING GROUP

# Unlock The Power of Feedback to Influence Behaviours, Drive Change & Improve Performance

# Table of Contents

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Introduction .....	<b>3</b>
Learning Outcomes .....	<b>4</b>
Course Outline .....	<b>5</b>
Who should attend .....	<b>6</b>
Course Details .....	<b>7</b>
Trainer's Profile .....	<b>8</b>
Testimonial .....	<b>10</b>

# Introduction

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Isn't it frustrating as a manager when the people you lead consistently fall short of expectations and don't seem to get any better no matter how hard you try?

Here's the issue. In most organisations, feedback is merely a formality for once or twice a year. As a result, most managers miss the opportunity to continuously influence behaviours around them and drive improvement - missing out on making their teams more effective and their lives easier! Mastering the art of giving feedback not only enhances individual performance but also strengthens team dynamics, making it a vital skill for effective leadership. Feedback is essential for:

- Driving growth and improvement,
- Helping leaders leverage strengths and address weaknesses,
- Illuminating blind spots; and,
- Fostering a culture of continuous learning and innovation.

This course will provide participants with the essential skills and knowledge needed to give great feedback effortlessly and consistently. You will also be provided with practical strategies, scripts, templates, and checklists to help you consistently give great feedback that influences behaviour change and drives performance.



# Learning Outcomes

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## ***By the end of the workshop, you will learn:***

- The different opportunities to apply feedback that makes effective behaviour change often and consistently.
- The different styles, forms, and techniques to help you find your preferred method for giving effective and applicable feedback across different contexts and situations.
- Repeatable and easy to follow frameworks.
- How to build team culture and build a more effective team to achieve exceptional results.

## ***Learning Methodology***

The design of this course will focus on understanding feedback styles, techniques, and opportunities, as well as learning easy methods and frameworks that help make feedback easy and effective.

- How to use different kinds of feedback for every workplace outcome that managers need.
- Various effective techniques for giving feedback.
- The Feedback Playbook: Process and frameworks that help take the emotional difficulty out of giving feedback.
- The effective behaviour change equation to help you give feedback that works every time.

# Course Outline

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## ***Understanding Feedback***

- An overview of feedback and all its possibilities.
- o Informal vs. formal
- o Improve, Add, or Delete.
- o Planned vs. Ad-Hoc
- o Acknowledgement, Performance or Behaviour based.

## ***Different Opportunities of Feedback.***

- Different modes of feedback ranging from as informal as a text message to as formal as a performance review - and how to use each one effectively.
- My 2 favourite methods for giving feedback that cover every possible circumstance.

## ***Understanding Engagement, and the People You Lead***

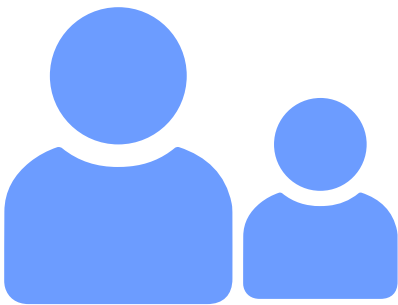
- Understanding what drives each and every employee, and the different aspects of their lives that are at play in the workplace
- How to harness your understanding of these aspects to effectively engage

## ***The Effective Behaviour Change Equation***

- Understand what components are required of feedback to ensure that it leads to effective and lasting behaviour change.

# Who Should Attend?

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- Managers of All Levels. (If you are managing 1 or more people)

# Course Details

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**1 Day**  
9am - 5pm (Classroom)  
9:30am - 4:30pm (Virtual)



**Classroom Learning** at  
Holiday Inn Orchard City  
Centre OR Aventis Campus  
at Concorde Hotel

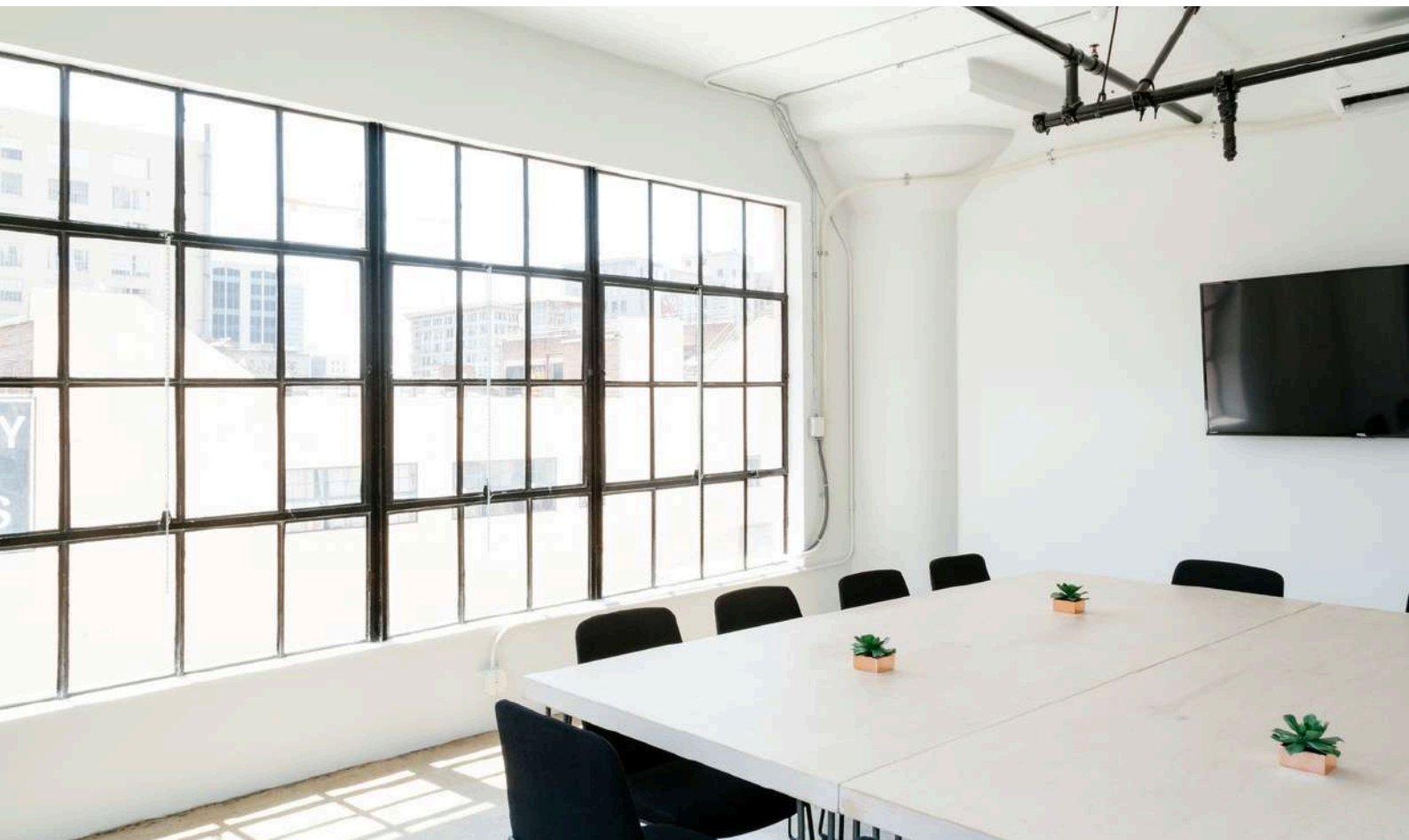


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**Virtual via Zoom**

**\$680** Before GST



# Trainer's Profile

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## Zi Kit Toh

- Founder of Emote
- Co-founder of Bros Before Woes
- Speaker, Trainer, Facilitator

Beginning his career as an on-call personnel in psychological services, Zi Kit had to pick up the skills and tools for having effective conversations in highly consequential environments. It was paramount that he knew how to build trust, calm flared emotions, and move people toward action quickly.

Following his career in psychological services, he went on to hold multiple positions in University campus wellbeing, eventually sitting on the Education Board of Monash University. Following his time on the University board, he tried his hand at People & Culture consulting at KPMG before finally deciding to pursue his passion for teaching people skills by founding Emote.



# Trainer's Profile

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## Zi Kit Toh

- Founder of Emote
- Co-founder of Bros Before Woes
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Now, he leverages his deep understanding of emotions and relationships and enables him to approach people and organizational problems effectively across different contexts. Adept at making high level principles easy to understand and practical, he allows his clients to implement changes to their organisation and leadership seamlessly and effectively. Helping leaders adopt practically relevant and easy to execute strategies they can apply at work and also at home.

Zi Kit is currently part of the Top Voices program on LinkedIn, an invitation-only group of experts on LinkedIn covering a range of topics across the professional world, for his expertise on Leadership and Company Culture. His work and expertise in company culture and emotional agility has also been featured in other news outlets such as HerWorld Magazine, CNA938, Campaign Asia Magazine.

Above his work in Corporate Leadership Development, he is also a Co-Founder at Bros Before Woes, a Men's Mental Health Company changing the conversation on what it means to be a man in a progressive society.

# Testimonials

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*In a very workshop conducted for a group of 50 middle to senior managers in a Tech Company in Singapore:*

*50% of respondents answered 9/10 and above to the question, "How likely are you to actively use the principles and techniques learned in this session?"*

*100% of respondents responded 7/10 and above to finding the content relevant to their role as a manager*

*75.8% of respondents answered 9/10 and above to the question "After the training, I feel more confident as a manager to build more effective relationships at work".*

*Some specific feedback received was:*

*"The most valuable part of the session was the importance of being authentic to oneself before communicating it to a direct report. It was helpful to have actionable tips to follow during difficult conversations"*

*"Having a framework and a guide to follow while giving feedback was helpful. Also learning ways to work around different problems productively."*