

GIVING AND RECEIVING CONSTRUCTIVE FEEDBACK

"Building a Culture of Accountability, Growth, and Communication through Effective Feedback Skills"

Schedule

Date	Venue	Fees (Face-to-Face)
07 - 11 Sep 2026	London - UK	USD 3495 per delegate

► **Available delivery methods:** Face-to-Face & Online Training

Introduction

Constructive feedback is essential for individual development, team cohesion, and organizational performance. Yet many professionals struggle with delivering or receiving feedback in a way that promotes growth and avoids conflict. When mastered, feedback becomes a tool for motivation, clarity, and continuous improvement.

This practical 5-day course equips participants with the mindset, skills, and frameworks necessary to confidently give and receive feedback across all levels of an organization. Through role plays, real-life scenarios, and guided practice, participants will learn how to use feedback as a leadership and performance enhancement tool.

Objectives

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

- Understand the psychology and purpose of constructive feedback
- Apply structured feedback models to deliver clear, respectful, and actionable input
- Receive feedback openly and use it for professional growth
- Manage emotional reactions and defensiveness during feedback conversations
- Create a feedback culture that supports continuous development and accountability

Why Attend

- Overcome discomfort and hesitation in giving difficult feedback
- Strengthen leadership presence and interpersonal effectiveness
- Learn how to turn feedback into dialogue, not confrontation
- Build resilience to handle feedback positively and professionally
- Practice techniques to promote trust, clarity, and alignment within teams

Target Audience

This program is designed for:

- Managers, team leaders, and supervisors at all levels
- HR and L&D professionals facilitating employee growth
- Project and cross-functional team leaders
- Customer service, client-facing, and stakeholder engagement roles
- Professionals seeking to improve self-awareness and communication skills

Individual Benefits

Key competencies that will be developed include:

- Confidence in delivering timely, respectful, and impactful feedback
- Emotional intelligence and listening skills during feedback discussions
- Awareness of personal feedback triggers and biases
- Techniques for requesting, processing, and applying feedback
- Improved communication, coaching, and influence

Organizational Benefits

Upon completing the training course, participants will demonstrate:

- Improved team dynamics through open communication and feedback
- Enhanced employee performance and motivation
- Reduction in workplace conflict caused by miscommunication or avoidance
- Stronger leadership engagement and accountability culture
- Greater alignment of behaviors with organizational values and expectations

Instructional Methodology

The course follows a blended learning approach combining theory with practice:

- Strategy Briefings - Core frameworks and feedback models (e.g., SBI, DESC, Feedforward)
- Case Studies - Real-life scenarios illustrating effective and ineffective feedback exchanges
- Workshops - Role plays, peer practice, and feedback delivery exercises
- Peer Exchange - Sharing experiences, insights, and cultural considerations
- Tools - Feedback planning templates, self-assessment tools, and conversation checklists

MAWA EVENTS

Address: No. 857, Block A2, Leisure Commerce Square - No 9., 46150 Petaling Jaya, Selangor, Malaysia

Phone: +601116373203 | **Email:** info@mawaevents.net



Course Outline

DETAILED 5-DAY COURSE OUTLINE

Training Hours: 7:30 AM - 3:30 PM Daily Format: 3-4 Learning Modules | Coffee breaks: 09:30 & 11:15 | Lunch Buffet: 01:00 - 02:00

Day 1: The Foundations of Feedback

- Module 1: The Role and Value of Constructive Feedback (07:30 - 09:30) • Why feedback matters in performance and relationships • Differences between positive, constructive, and destructive feedback • The neuroscience and emotional impact of feedback
- Module 2: Barriers to Effective Feedback (09:45 - 11:15) • Fear of confrontation, rejection, or damaging relationships • Common biases and assumptions • Cultural differences in giving and receiving feedback
- Module 3: Creating a Feedback Mindset (11:30 - 01:00) • Growth vs. fixed mindset • Feedback as learning, not judgment • Encouraging openness and receptivity
- Module 4: Workshop - Personal Feedback Reflection (02:00 - 03:30) • Reflecting on past experiences with feedback • Identifying feedback habits and improvement goals

Day 2: Delivering Feedback Effectively

- Module 1: Feedback Models and Frameworks (07:30 - 09:30) • Introduction to the SBI (Situation-Behavior-Impact) model • DESC model for difficult conversations • Feedforward and appreciative feedback
- Module 2: Structuring the Feedback Conversation (09:45 - 11:15) • Planning feedback: timing, setting, and clarity • Starting the conversation: tone, openness, and intention • Ensuring mutual understanding and dialogue
- Module 3: Adapting Feedback to the Individual (11:30 - 01:00) • Tailoring feedback for different personalities and contexts • Empathy, tact, and emotional intelligence • Avoiding the feedback "sandwich" trap
- Module 4: Workshop - Giving Feedback Role Play (02:00 - 03:30) • Practicing prepared feedback scenarios • Peer coaching and structured debrief

Day 3: Receiving and Applying Feedback

- Module 1: Becoming Open to Feedback (07:30 - 09:30) • Shifting from defense to curiosity • Managing emotional triggers • Responding constructively without argument
- Module 2: Active Listening and Clarifying Intent (09:45 - 11:15) • Asking questions and paraphrasing • Clarifying vague feedback into actionable insights • Non-verbal cues and body language
- Module 3: Turning Feedback into Action (11:30 - 01:00) • Creating a personal development plan • Asking for follow-up and support • Tracking progress and closing the loop
- Module 4: Workshop - Feedback in Real-Life Situations (02:00 - 03:30) • Analyzing difficult feedback moments • Practicing responses and reframing techniques

Day 4: Feedback in Leadership and Teams

- Module 1: Building a Feedback Culture (07:30 - 09:30) • Modeling feedback behaviors as a leader • Encouraging upward, lateral, and peer feedback • Making feedback part of team rituals and check-ins
- Module 2: Feedback for Performance Management (09:45 - 11:15) • Setting expectations and behavioral anchors • Feedback during appraisals and coaching sessions • Documenting and following up on feedback
- Module 3: Dealing with Resistance and Conflict (11:30 - 01:00) • Handling pushback or emotional reactions • Diffusing tension and staying objective • When feedback isn't received well
- Module 4: Workshop - Feedback for Team Development (02:00 - 03:30) • Giving team-wide feedback • Group exercise on building psychological safety

Day 5: Integration and Feedback Mastery

- Module 1: Feedback in Virtual and Cross-Cultural Contexts (07:30 - 09:30) • Giving feedback over email, video calls, and chats • Navigating cultural expectations and sensitivity • Global team dynamics

- Module 2: Final Review and Best Practices (09:45 – 11:15) • Key dos and don'ts of feedback • Common pitfalls and how to avoid them • Peer advice exchange
- Module 3: Action Planning and Personal Commitment (11:30 – 01:00) • Defining feedback goals and behaviors • Peer coaching session • Final checklist for feedback conversations
- Module 4: Final Assessment and Wrap-Up (02:00 – 03:30) • Practice session and evaluation • Feedback exchange with peers • Certification ceremony and course close

Certification

Participants will receive a Certificate of Completion in Giving and Receiving Constructive Feedback, validating their ability to communicate feedback effectively and foster a feedback-driven culture in their workplace.

Why Choose MAWA Events

- **Global Expertise:** More than 17 years of experience in professional training and consulting.
- **Industry-Leading Faculty:** Courses delivered by seasoned professionals with hands-on experience.
- **Practical Insights:** Learn to turn theory into actionable strategies for real-world business impact.
- **Client-Focused Solutions:** Customized programs designed to achieve your organisation's unique goals.

In-House / Customized Training

Interested in running this course for your team?

Please contact us:

TEL:

+601116373203

EMAIL:

info@mawaevents.net

© Material published by MAWA Events shown here is copyrighted. All rights reserved. Any unauthorized copying, distribution, use, dissemination, downloading, storing (in any medium), transmission, reproduction or reliance in whole or any part of this course outline is prohibited and will constitute an infringement of copyright.