MAWA EVENTS

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

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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

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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

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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.

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