

EFFECTIVE COMMUNICATION AND FEEDBACK SKILLS

“Master the art of clear communication and constructive feedback to enhance workplace performance and collaboration.”

Schedule

Date	Venue	Fees (Face-to-Face)
03 - 07 Aug 2026	Barcelona, Spain	USD 3495 per delegate

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

Introduction

In today’s fast-paced professional environment, strong communication and feedback skills are critical to team success and organizational growth. This 5-day course equips participants with practical tools and techniques to communicate effectively, deliver constructive feedback, and foster a culture of openness and improvement.

Participants will engage in interactive exercises, real-life case studies, and role plays to sharpen their ability to express ideas clearly, listen actively, and manage difficult conversations with confidence.

Objectives

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

- Communicate messages clearly and assertively in various professional contexts.
- Understand the principles of active listening and empathetic communication.
- Deliver constructive feedback that drives improvement without causing defensiveness.
- Navigate challenging conversations and manage emotional responses.
- Build stronger, trust-based relationships with colleagues, clients, and stakeholders.

Why Attend

- Gain mastery over essential communication frameworks.
- Enhance your ability to provide and receive feedback effectively.
- Learn practical techniques for managing interpersonal challenges.
- Boost your leadership and team collaboration capabilities.
- Walk away with a personal action plan for improving your communication impact.

Target Audience

This program is designed for:

- Team leaders and supervisors responsible for managing people.
- Project managers and coordinators working across departments.
- HR professionals and trainers involved in performance management.
- Customer service and client-facing professionals.
- Anyone seeking to improve their professional communication skills.

Individual Benefits

Key competencies that will be developed include:

- Enhanced clarity and confidence in communication.
- Increased skill in delivering feedback constructively.
- Greater ability to handle difficult conversations.
- Stronger active listening and emotional intelligence.
- Improved relationship-building and collaboration.

Organizational Benefits

Upon completing the training course, participants will demonstrate:

- Improved communication flow across teams and departments.
- Enhanced employee engagement through effective feedback.
- Reduced workplace misunderstandings and conflicts.
- Stronger alignment with organizational goals and values.
- Greater capacity for continuous improvement and innovation.

Instructional Methodology

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

- Interactive Lectures – Clear frameworks for effective communication and feedback.
- Group Exercises – Practice delivering and receiving feedback.
- Role Plays – Realistic workplace scenarios and conversation practice.
- Case Studies – Analysis of communication successes and failures.
- Personal Reflection – Development of an individualized improvement plan.

Course Outline

Training Hours: 8:30 AM – 4:30 PM **Daily Format:** 3-4 Learning Modules | Coffee Breaks: 10:00 & 3:00 | Lunch Buffet: 12:30 – 1:30

Day 1: Foundations of Effective Communication

- Module 1: Communication principles and common barriers (08:30 – 10:30)
- Module 2: Assertiveness and clarity in messaging (10:45 – 12:45)
- Module 3: Building rapport and trust (1:30 – 3:30)

Day 2: Active Listening & Empathy

- Module 4: The art of active listening (08:30 – 10:30)
- Module 5: Understanding nonverbal cues (10:45 – 12:45)
- Module 6: Empathy in professional conversations (1:30 – 3:30)

Day 3: Delivering Constructive Feedback

- Module 7: Feedback models (e.g., SBI, GROW) (08:30 – 10:30)
- Module 8: Giving feedback that motivates (10:45 – 12:45)
- Module 9: Receiving feedback and self-awareness (1:30 – 3:30)

Day 4: Managing Difficult Conversations

- Module 10: Preparing for tough discussions (08:30 – 10:30)
- Module 11: Handling emotional reactions (10:45 – 12:45)
- Module 12: De-escalation techniques and conflict resolution (1:30 – 3:30)

Day 5: Applying Communication Skills to the Workplace

- Module 13: Integrated communication planning (08:30 – 10:30)
- Module 14: Role play and feedback practice (10:45 – 12:45)
- Module 15: Personal communication action plan (1:30 – 3:30)

Certification

Participants will receive a Certificate of Completion in Effective Communication and Feedback Skills, signifying their commitment to enhancing workplace communication and leadership impact.

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