



# GIVING AND RECEIVING FEEDBACK

## PROGRAM OVERVIEW

**PERSONA**



Transformer

**COMPETENCY**



Cultivating Growth

**SKILL**



Openness to New Ideas from Others

This 1-2 day program equips participants with the skills necessary to engage in constructive and meaningful feedback conversations.

This workshop emphasizes the importance of feedback as a tool for growth, alignment, and improved performance. Participants will learn practical techniques for delivering feedback with clarity and empathy and for receiving feedback openly to foster trust and collaboration within teams.

## PROGRAM OBJECTIVE

By the end of this program, participants will:

- Understand the role of feedback in personal and organizational growth.
- Learn how to deliver feedback constructively to motivate and guide others toward improvement.
- Develop the ability to receive feedback with an open mindset and use it for self-improvement.
- Practice strategies for managing difficult feedback conversations while maintaining trust and respect.
- Build a culture of continuous feedback within teams to drive engagement and performance.

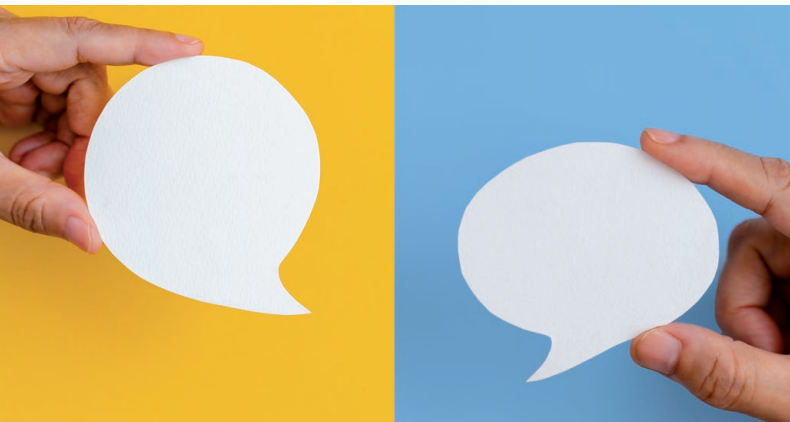


## PROGRAM OUTLINE

### MODULE 1:

#### THE IMPORTANCE OF FEEDBACK

- Why feedback matters: Enhancing performance, growth, and trust.
- Common barriers to effective feedback and how to overcome them.
- Feedback as a continuous loop: Aligning expectations and outcomes.



### MODULE 2:

#### FRAMEWORKS FOR CONSTRUCTIVE FEEDBACK

- The key principles of effective feedback: Specific, timely, and actionable.
- Feedback models:
  - GROW Model for feedback and coaching.
- Role-play exercises to practice delivering constructive feedback.

### MODULE 3:

#### DEVELOPING SKILLS TO RECEIVE FEEDBACK

- Understanding personal reactions to feedback: Emotional triggers and biases.
- Techniques to receive feedback constructively:
  - Active listening.
  - Clarifying and paraphrasing.
  - Managing defensive responses.
- Exercises for applying feedback to personal and professional growth.

### MODULE 4:

#### NAVIGATING DIFFICULT FEEDBACK CONVERSATIONS

- Strategies for giving feedback in challenging situations.
- Maintaining respect and empathy during feedback exchanges.
- Conflict resolution and feedback: Turning disagreements into growth opportunities.
- Practicing real-life scenarios to build confidence in tough conversations.



### MODULE 5:

#### BUILDING A FEEDBACK CULTURE

- Encouraging peer-to-peer and team feedback as a regular practice.
- Creating safe spaces for feedback within teams: Psychological safety.
- Linking feedback to organizational objectives and performance reviews.
- Action planning: Implementing feedback habits and systems in the workplace.

Period

1-2  
Days

Program designed for:

Senior Specialist,  
Coordinator, Supervisor