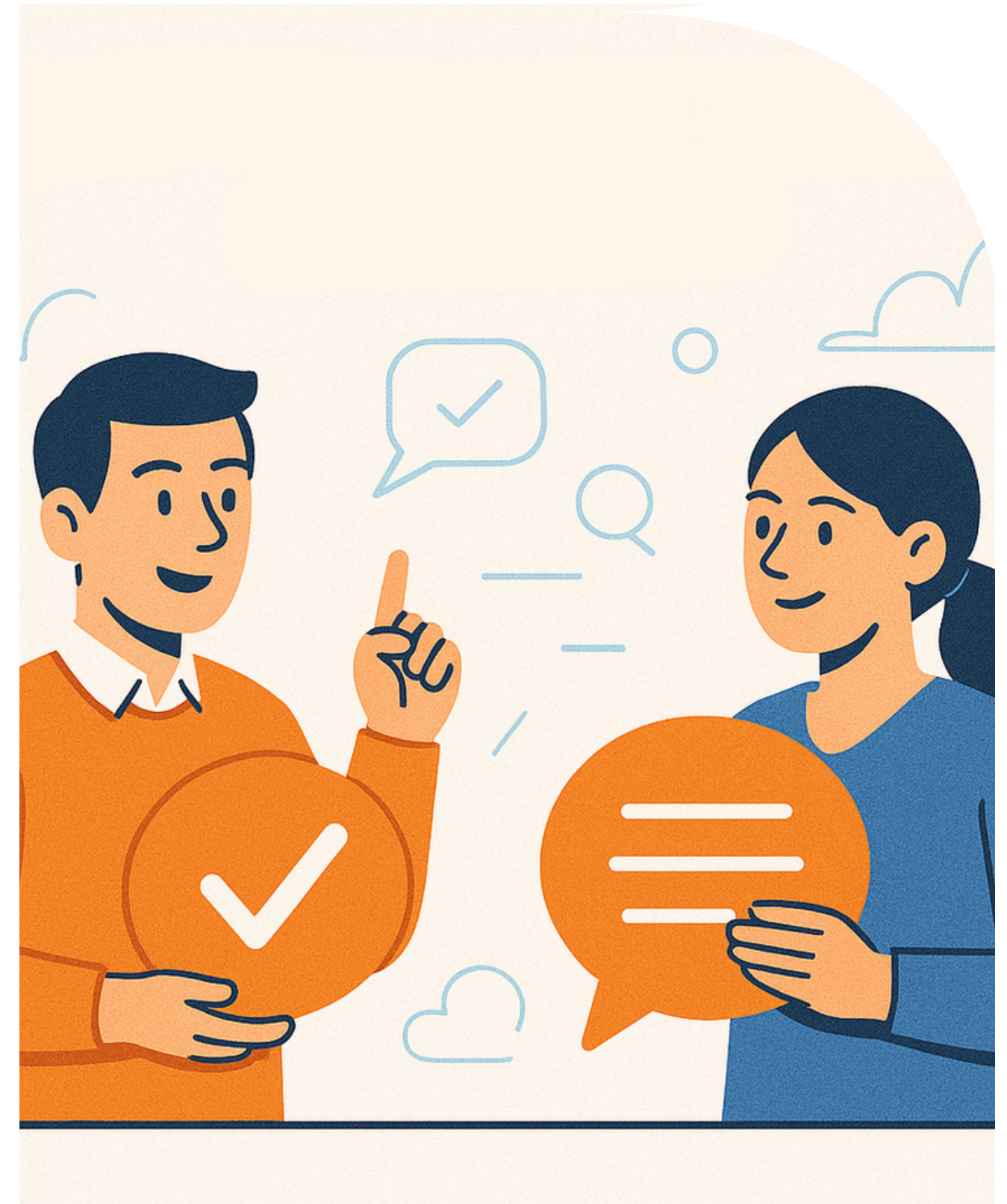




UAE | Germany | Qatar | Ghana

GIVING AND RECEIVING FEEDBACK

**Communicate with Clarity.
Grow with Confidence.**



Giving and Receiving Feedback

Feedback is one of the most powerful tools for learning, growth, and performance improvement—yet it's often misunderstood or avoided. When delivered with empathy and received with openness, feedback becomes a catalyst for individual and team development.

This training is designed to help professionals at all levels give and receive feedback effectively, constructively, and confidently. Participants will learn how to create a feedback culture rooted in trust, clarity, and accountability—whether it's within teams, in performance reviews, or in everyday interactions.

Objectives / Learning Outcomes:



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



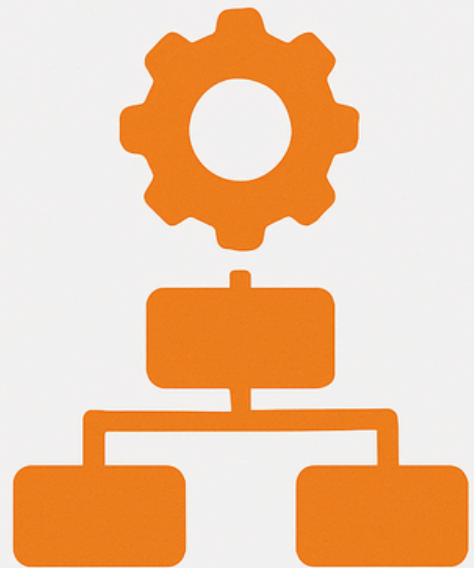
- Understand the value of feedback in personal and team growth
- Deliver clear, constructive, and timely feedback using effective frameworks
- Receive feedback openly and without defensiveness
- Manage emotions during feedback conversations
- Create a safe and supportive feedback culture within the team
- Use feedback to build trust, motivation, and continuous improvement

Course Outline / Key Topics:



- Why Feedback Matters: Benefits and Barriers
- Common Feedback Mistakes and How to Avoid Them
- Emotional Intelligence in Feedback Conversations
- The SBI and COIN Models for Structured Feedback
- Receiving Feedback with Openness and Curiosity
- Giving Upward Feedback: How to Talk to Your Manager
- Feedback in Remote or Hybrid Teams
- Creating a Feedback Culture: Everyday Opportunities

Methodology



- Real-world case studies and examples
- Group discussions and feedback simulations
- Role plays and scenario practice
- NLP-based reframing techniques
- Guided journaling and action planning

Who should attend



- Team leaders, managers, and supervisors
- HR and people development professionals
- Customer-facing and cross-functional teams
- Anyone who wants to build a culture of growth and accountability

Duration Options



- 1-Day Essentials Session
- 2-Day Deep Dive with Practice
- Modular Add-On for Leadership or Communication Programs

Some of our Clients





Let's Build Together



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