Mastering the Art of Constructive Feedback Communication

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Accra (Ghana)

UK Traininig
PARTNER



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Why This Course

Constructive feedback is one of the most powerful tools for professional growth, team development, and continuous improvement. When feedback is delivered well, it builds trust, improves performance, strengthens communication, and helps people understand exactly what they can do better. When it is handled poorly, it can create defensiveness, misunderstanding, and missed opportunities for development.

In modern workplaces, professionals need the confidence to give feedback clearly and respectfully, as well as the maturity to receive feedback openly and turn it into meaningful action. This skill is essential for leaders, managers, team members, coaches, and anyone who wants to contribute to a healthier and more performance-focused work environment.

This intensive 1-week course equips participants with practical techniques for giving and receiving constructive feedback effectively. Through interactive exercises, role plays, real-world scenarios, and guided reflection, participants will learn how to make feedback conversations more specific, balanced, actionable, and motivating.

What You'll Learn and Practice

By joining this program, you will:

- Understand the role of constructive feedback in professional development and performance improvement.
- Recognize common barriers that prevent effective feedback conversations.
- Apply proven techniques for delivering feedback that is clear, specific, and actionable.
- Use the SBI model to structure feedback conversations professionally.
- Balance positive reinforcement with constructive improvement messages.
- Practice empathy and emotional intelligence during feedback discussions.
- Develop active listening skills to receive feedback openly and non-defensively.
- Manage emotional reactions to critical feedback.
- Ask clarifying questions and turn feedback into practical improvement steps.
- Handle feedback in challenging situations, including conflict, performance issues, and upward feedback.
- Support the creation of a feedback-friendly culture within teams and organizations.



The Program Flow

Day 1: Foundations of Effective Feedback

- Understanding the purpose and benefits of constructive feedback.
- How feedback supports learning, accountability, and performance improvement.
- Identifying barriers to effective feedback communication.
- The psychology of giving and receiving feedback.
- Building trust and psychological safety in feedback conversations.
- Creating a feedback-friendly environment.
- Practical exercise: Assessing personal feedback strengths and challenges.

Day 2: Mastering Feedback Delivery

- Structuring feedback using the SBI model: Situation, Behavior, Impact.
- Delivering feedback that is specific, respectful, and action-oriented.
- Balancing positive and constructive feedback.
- Choosing the right timing, setting, and context for feedback delivery.
- Practicing empathy, emotional intelligence, and professional tone.
- Avoiding judgmental language and vague feedback.
- Role play: Delivering feedback in a realistic workplace scenario.

Day 3: The Art of Receiving Feedback

- Developing a growth mindset for receiving feedback.
- Active listening techniques during feedback conversations.
- Managing emotional responses to critical or unexpected feedback.
- Asking clarifying questions and seeking specific examples.
- Separating intention, impact, and personal interpretation.
- Turning feedback into development goals and action steps.
- Practice session: Receiving feedback with openness and professionalism.

Day 4: Feedback in Challenging Situations

- Addressing performance issues through constructive feedback.
- Navigating conflict and disagreement during feedback discussions.
- Providing feedback to difficult personalities and defensive individuals.
- Giving upward feedback to managers and senior leaders.
- Handling peer-to-peer feedback with respect and clarity.
- Maintaining confidence and professionalism in sensitive conversations.
- Role play: Managing a challenging feedback conversation.



Day 5: Creating a Feedback Culture

- Implementing regular feedback cycles within teams and organizations.
- Designing simple feedback systems, routines, and processes.
- Training and encouraging others to use effective feedback techniques.
- Embedding feedback into coaching, performance reviews, and daily communication.
- Measuring the impact of improved feedback practices.
- Building accountability for continuous learning and improvement.
- Final activity: Creating a personal and team feedback action plan.

Individual Impact

- Increase confidence in initiating and participating in feedback conversations.
- Improve your ability to communicate feedback clearly and respectfully.
- Strengthen active listening and emotional intelligence skills.
- Build greater self-awareness through receiving and using feedback.
- Improve your ability to coach, support, and develop others.
- Turn feedback into concrete personal growth and performance improvement actions.

Work Impact

- Improve team communication, trust, and collaboration.
- Strengthen performance through regular and constructive feedback.
- Reduce misunderstandings, defensiveness, and unresolved issues.
- Support better coaching and employee development.
- Encourage a culture of openness, accountability, and continuous improvement.
- Improve the quality of performance conversations across the organization.

Training Methodology

This program uses a practical, interactive, and skills-based approach to help participants apply feedback techniques in real workplace situations. Learning methods include:

- Interactive discussions and guided facilitation.
- Self-assessment of feedback style and communication habits.
- Role plays for giving, receiving, and responding to feedback.
- Real-world workplace scenarios and case discussions.
- Active listening and questioning exercises.
- Peer feedback and instructor coaching.
- Practical templates, conversation guides, and action planning tools.



Beyond the Course

Upon completion, participants will be equipped to give and receive constructive feedback with confidence, clarity, and professionalism. They will return ready to:

- Initiate feedback conversations more comfortably.
- Deliver feedback that motivates, guides, and improves performance.
- Receive feedback with openness and a growth mindset.
- Address difficult feedback situations without damaging trust.
- Coach and develop direct reports more effectively.
- Build healthier team communication and a stronger culture of continuous improvement.

