BLACKBIRD FOR TRAINING

Mastering Effective Communication and Feedback Skills

5 – 9 September 2027
Amman (Jordan)

UK Traininig
PARTNER



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Why This Course

Strong communication is one of the most important skills for professional success. It shapes how people build relationships, share ideas, solve problems, give feedback, manage conflict, and lead others. When communication is clear, respectful, and purposeful, teams work better, trust grows, and performance improves.

Feedback is a key part of effective communication. When delivered well, it helps people learn, improve, and stay aligned with expectations. When received well, it creates opportunities for growth, self-awareness, and stronger professional relationships.

This intensive 1-week course is designed to enhance participants' communication skills and feedback techniques in practical workplace settings. Through interactive sessions, real-world scenarios, role plays, and guided exercises, participants will learn how to communicate more clearly, listen more actively, give and receive constructive feedback, and navigate challenging conversations with confidence.

What You'll Learn and Practice

By joining this program, you will:

- Develop advanced communication skills for professional environments.
- Understand different communication styles and preferences.
- Improve verbal communication, clarity, tone, and message structure.
- Strengthen non-verbal communication and body language awareness.
- Apply active listening techniques to improve understanding and trust.
- Use feedback models and frameworks to structure constructive conversations.
- Give feedback that is specific, respectful, and actionable.
- Receive feedback gracefully and use it for personal development.
- Apply emotional intelligence in communication.
- Use assertive communication techniques in difficult situations.
- Navigate conflict and challenging conversations with confidence.
- Communicate effectively as a leader across different audiences.
- Adapt communication strategies for cultural, digital, and remote settings.



The Program Flow

Day 1: Foundations of Effective Communication

- Understanding communication styles and preferences.
- Recognizing common communication barriers in professional settings.
- Verbal communication techniques for clarity and impact.
- Non-verbal communication, body language, tone, and presence.
- Active listening skills for better understanding and stronger relationships.
- Building rapport, trust, and respect through communication.
- Practical exercise: Assessing your communication style and improvement areas.

Day 2: The Art of Feedback

- Principles of constructive feedback.
- Understanding the purpose of feedback in performance and development.
- Feedback models and frameworks for structured conversations.
- Giving feedback effectively with clarity, respect, and confidence.
- Balancing positive reinforcement with improvement-focused feedback.
- Receiving feedback gracefully and non-defensively.
- Role play: Practicing a constructive feedback conversation.

Day 3: Advanced Communication Strategies

- Emotional intelligence in communication.
- Managing emotions during sensitive or difficult conversations.
- Assertive communication techniques.
- Expressing ideas, concerns, and expectations professionally.
- Handling difficult conversations with confidence.
- Conflict resolution strategies and collaborative problem-solving.
- Practical exercise: Navigating a challenging workplace conversation.

Day 4: Communication in Leadership

- Communication styles for leaders.
- Motivational and inspirational communication.
- Communicating vision, expectations, and priorities.
- Giving feedback as a leader.
- Building trust through consistency, transparency, and active listening.
- Adapting leadership communication to different team members and situations.
- Workshop: Designing a leadership communication and feedback approach.



Day 5: Cultural and Digital Communication

- Cross-cultural communication strategies.
- Understanding diversity, cultural expectations, and communication differences.
- Effective digital and remote communication.
- Communicating clearly through email, virtual meetings, and collaboration platforms.
- Adapting communication styles for diverse audiences.
- Creating a personal action plan for continued improvement.
- Final activity: Presenting a communication and feedback development plan.

Individual Impact

- Improve your ability to communicate ideas clearly and persuasively.
- Strengthen active listening and non-verbal communication skills.
- Increase confidence in giving and receiving constructive feedback.
- Improve emotional intelligence during sensitive conversations.
- Build stronger professional relationships through better communication.
- Gain practical tools for handling difficult conversations and conflict.

Work Impact

- Improve team communication, collaboration, and trust.
- Strengthen the quality of feedback conversations across the workplace.
- Reduce misunderstandings, tension, and communication gaps.
- Support better leadership communication and employee engagement.
- Improve conflict resolution and problem-solving.
- Create a more open, respectful, and feedback-friendly work culture.

Training Methodology

This program uses a practical and interactive approach to help participants apply communication and feedback techniques in real professional situations. Learning methods include:

- Interactive discussions and guided facilitation.
- Communication style self-assessments.
- Active listening and non-verbal communication exercises.
- Feedback model practice and role plays.
- Difficult conversation and conflict resolution scenarios.
- Leadership communication workshops.
- Cross-cultural and digital communication activities.
- Peer feedback, facilitator coaching, and personal action planning.



Beyond the Course

Upon completion, participants will be prepared to communicate with greater clarity, confidence, and professionalism. They will return ready to:

- Share ideas more clearly and persuasively.
- Give and receive constructive feedback effectively.
- Handle difficult conversations with confidence and respect.
- Apply active listening and emotional intelligence in daily communication.
- Communicate effectively across cultures, teams, and digital platforms.
- Use practical communication tools to strengthen leadership impact and workplace relationships.

