# Giving and Receiving Workplace Feedback Training Course

1 – 5 February 2027
Addis Ababa

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**Ref:** 725_223943 **Date:** 1 – 5 February 2027 **Location:** Addis Ababa **Fees:** 4500 Euro

## Overview

Giving and Receiving Workplace Feedback Training Course is a one-week professional course for managers and employees who leave with a Workplace Feedback Conversation Toolkit. Participants prepare evidence, separate observation from judgment, use the Situation-Behavior-Impact method, choose timing and channels, give reinforcing and corrective feedback, listen to responses, handle defensiveness, request feedback, agree actions, and follow up. The course turns vague commentary into usable dialogue. Agile Leaders Training Center develops practical workplace feedback skills.

## Who Should Attend

- Teams responsible for discussing performance and workplace behavior
- Teams responsible for supervising employees and project contributors
- Teams responsible for supporting people-management capability
- Teams responsible for peer collaboration and cross-functional delivery
- Teams responsible for requesting and applying developmental feedback

The course assumes participants take part in workplace performance conversations and leaves out formal disciplinary procedures, compensation decisions, full appraisal-system design, and coaching certification.

## Departments and Industries

The course supports departments and industries where timely dialogue affects performance and collaboration.

- Human resources, learning, and people management
- Operations, project management, and professional services
- Technology, finance, and manufacturing teams
- Healthcare, education, and public-facing services
- Sales, marketing, and customer-service functions

## Learning Objectives

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

- Analyze feedback purpose, evidence, and context
- Apply behavior-based feedback structures
- Use listening and inquiry during responses
- Diagnose defensiveness and maintain dialogue
- Build specific action and follow-up agreements
- Evaluate received feedback before applying it

## Course Agenda

## Day 1: Feedback Purpose and Evidence

- Feedback Purpose Selection Grid
- Observation and Interpretation Separation Test
- Behavior Evidence Capture Sheet
- Timing and Channel Decision Matrix
- Fairness and Usefulness Check

## Day 2: Giving Clear Feedback

- Situation-Behavior-Impact Feedback Structure
- Reinforcing Feedback Message Builder
- Corrective Feedback Conversation Plan
- Impact Statement Quality Guide
- Feedback Opening and Permission Script

## Day 3: Dialogue and Emotional Responses

- Active Listening Response Loop
- Intent and Impact Inquiry Questions
- Defensiveness Signal and Response Map
- Emotion-Aware Conversation Pause
- Disagreement and Evidence Review Method

## Day 4: Receiving and Following Through

- Feedback Request Question Set
- Receiving Feedback Reflection Frame
- Useful Signal and Noise Filter
- Behavior Change Action Agreement
- Feedback Follow-Up Tracker

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## Day 5: Workplace Feedback Practice

- Exercise: Prepare Evidence and Select Timing
- Exercise: Give Reinforcing and Corrective Feedback
- Exercise: Handle a Defensive Response
- Exercise: Request, Receive, and Clarify Feedback
- Capstone: Workplace Feedback Conversation Toolkit

## Practical Exercises

The course uses suggested activities drawn from projects, operations, healthcare, and professional services.

- Suggested activity: rewrite judgmental statements as observable behavior and impact evidence.
- Suggested activity: conduct a reinforcing conversation and a corrective conversation on the same work scenario.
- Suggested activity: respond to denial, emotion, or disagreement while keeping the conversation useful.
- Suggested activity: convert received feedback into one testable behavior and follow-up date.

## FAQs

### Who suits giving and receiving workplace feedback training, and what does it assume?

Managers, team leaders, project leads, HR professionals, and employees suit the training; it assumes participation in workplace performance or behavior conversations.

### How does workplace feedback differ from formal performance appraisal?

Workplace feedback is timely dialogue about specific behavior and impact with agreed action; formal appraisal is a broader organizational process that may include ratings, documentation, goals, pay, or promotion decisions.

### What makes workplace feedback constructive?

Constructive feedback has a clear purpose, uses recent observable evidence, explains impact without assigning motive, invites the other perspective, identifies a useful next action, and includes follow-up.

### How should employees respond when workplace feedback feels unfair?

Employees can pause, ask for a specific situation and behavior, separate facts from interpretation, summarize what they heard, explain missing context, request the expected standard, and agree how evidence will be reviewed.

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## Conclusion

Participants take back a Workplace Feedback Conversation Toolkit containing purpose checks, evidence sheets, message structures, listening prompts, response maps, action agreements, and follow-up controls. It changes feedback from vague evaluation into specific dialogue. The toolkit supports reinforcing, corrective, and requested feedback without replacing formal HR procedures.