



## Workplace Feedback Skills and Constructive Conversations Course

1 – 5 March 2027  
Frankfurt



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**Ref:** 1673\_225869 **Date:** 1 – 5 March 2027 **Location:** Frankfurt **Fees:** 5700 Euro

### Overview

Workplace Feedback Skills and Constructive Conversations Course is a one-week course for managers, team leaders and professionals who leave with a Workplace Feedback Conversation and Action Plan. The course develops evidence-based feedback conversations through observable behavior, active listening, emotional regulation, action planning and follow-up. Participants practice giving, receiving and applying constructive feedback across operational, service and project settings. Agile Leaders Training Center develops workplace feedback capability.

### Who Should Attend

- Teams responsible for guiding employee performance and development
- Teams responsible for coordinating projects and cross-functional work
- Teams responsible for customer service and quality improvement
- Teams responsible for people development and employee experience
- Professionals responsible for receiving and applying workplace feedback

The course assumes participants handle workplace conversations and leaves out formal disciplinary procedure, clinical counseling and legal case management.

### Departments and Industries

The course supports departments and industries where performance depends on clear conversations and coordinated improvement.

- Human resources, learning and people operations
- Project, engineering and technology teams
- Customer service, hospitality and retail operations
- Healthcare administration and professional services
- Quality, manufacturing and logistics operations

### Learning Objectives

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



- Analyze feedback situations using observable evidence and context
- Apply the SBI feedback model to constructive conversations
- Use active listening and clarifying questions when receiving feedback
- Build action plans with responsibilities, support and follow-up
- Evaluate emotional responses, assumptions and communication choices
- Design team feedback routines that support ongoing improvement

## **Course Agenda**

### **Day 1: Feedback Foundations and Readiness**

- Feedback Purpose and Improvement Cycle Map
- Observation-versus-Interpretation Sorting Tool
- Feedback Readiness and Context Checklist
- Psychological Safety Conversation Conditions Map
- Feedback Bias and Assumption Audit

### **Day 2: Giving Constructive Feedback**

- SBI Situation-Behavior-Impact Message Framework
- Positive Reinforcement Message Template
- Developmental Feedback Message Builder
- Intent-versus-Impact Inquiry Guide
- Timing, Privacy and Channel Decision Matrix

### **Day 3: Receiving and Processing Feedback**

- Active Listening and Paraphrasing Protocol
- Emotional Trigger and Response Pause Plan
- Clarifying Question Funnel
- Evidence and Perspective Evaluation Grid
- Feedback Acceptance and Boundary Statement

### **Day 4: Action Planning and Team Routines**

- Workplace Feedback Action Plan
- Improvement Goal and Success Measure Sheet
- Support and Resource Agreement
- Follow-Up Check-In Schedule
- Team Feedback Routine Canvas



## **Day 5: Feedback Conversation Practice**

- Exercise: Diagnose Evidence and Assumptions in a Feedback Case
- Exercise: Deliver an SBI Feedback Conversation
- Exercise: Receive Feedback with Listening and Clarification
- Exercise: Build an Action and Follow-Up Agreement
- Capstone: Workplace Feedback Conversation and Action Plan

## **Practical Exercises**

Suggested activities use service, project, manufacturing and professional-team scenarios.

- Suggested activity: separate observable behavior from interpretation in a performance case
- Suggested activity: conduct a two-way SBI feedback conversation and explore intent versus impact
- Suggested activity: manage an emotional response through listening, clarification and a deliberate pause
- Suggested activity: create an action plan with measures, support, responsibilities and follow-up

## **FAQs**

### **Who should take workplace feedback skills training, and what does it assume?**

Workplace feedback skills training suits managers, team leaders and professionals who already participate in work conversations and need a repeatable method for giving, receiving and applying feedback.

### **How does workplace feedback skills training differ from general communication training?**

Workplace feedback skills training concentrates on observable behavior, impact, listening, emotional responses, agreed improvement actions and follow-up, while general communication training addresses a wider range of interpersonal situations.

### **What makes a constructive feedback conversation useful?**

A constructive feedback conversation is useful when it is timely, specific, evidence-based, respectful and two-way, and when it ends with clear understanding, support and agreed next steps.

### **How can professionals receive workplace feedback without becoming defensive?**

Professionals can receive workplace feedback by pausing, listening without interruption, asking clarifying questions, separating evidence from interpretation and deciding which actions will improve their work.



## Conclusion

Participants take back a Workplace Feedback Conversation and Action Plan containing evidence, an SBI message, listening questions, response choices, improvement actions and follow-up. The plan makes expectations and responsibilities visible before, during and after a feedback conversation. It helps teams replace vague judgments with observable information, two-way dialogue and monitored improvement.