Workplace Feedback Skills and Constructive Conversations Course

20 – 24 December 2026
Toronto

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Training Center

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Ref: 1673_225871 **Date:** 20 – 24 December 2026 **Location:** Toronto **Fees:** 12000 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

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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.

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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.