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# Giving & Receiving Feedback

## Course Description

Effective feedback is one of the most powerful tools a leader can use to improve performance, build trust, and strengthen relationships. This course equips participants with practical skills for delivering constructive feedback that inspires growth and for receiving feedback with openness and professionalism. Grounded in the principles of Servant Leadership, Management Excellence, and DISC behavioral insights, the training emphasizes respect, clarity, and accountability.

Participants will learn how to prepare for and conduct feedback conversations that are specific, actionable, and supportive—tailoring their approach to the personality style of the person receiving it. They will also explore techniques for receiving feedback without defensiveness, applying it for improvement, and fostering a workplace culture where feedback is welcomed as a path to excellence. Through role-play, case studies, and real-world scenarios, attendees will leave with actionable strategies they can immediately apply.

## Course Objectives

Understand the Role of Feedback in Leadership and Team Performance:

- Recognize how feedback drives accountability, engagement, and continuous improvement
- Differentiate between coaching, mentoring, and corrective feedback

Deliver Feedback Effectively:

- Apply structured feedback models (e.g., SBI – Situation, Behavior, Impact) to ensure clarity
- Adapt tone, pace, and delivery based on DISC personality style (Dominance, Influence, Steadiness, Conscientiousness)

Receive Feedback Constructively:

- Listen actively and manage emotional responses to feedback and apply for personal and professional growth
- Ask clarifying questions to fully understand the message and expectations

Foster a Feedback-Rich Culture:

- Encourage open dialogue and regular feedback exchanges within teams
- Model receptiveness by seeking feedback from peers, team members, and stakeholders

Overcome Common Feedback Challenges:

- Address defensiveness or resistance from others constructively
- Navigate difficult conversations while maintaining trust and respect

Role-Play and Practice Integration:

- Engage in paired and group role-plays using real-world scenarios to practice giving and receiving feedback
- Apply DISC style adjustments during role-play to see how different personalities respond to various feedback approaches
- Use facilitator-led debriefs to reinforce learning and identify improvement opportunities

## Training Format Options

1-Day: Morning session covers the purpose, principles, DISC style adjustments, and delivery of effective feedback; afternoon session focuses on receiving feedback, building a feedback culture, and applying skills through structured role-play and simulations