# Effective Feedback and Performance Dialogue Skills Training Course

Ref: #IS1699

## Course Introduction / Overview:

This comprehensive training course is designed to transform the way professionals approach performance conversations by mastering the art of constructive feedback and effective dialogue. In today's dynamic work environment, the ability to communicate clearly, empathetically, and effectively about performance is no longer just a managerial skill but a cornerstone of organizational success and employee engagement. This program moves beyond theoretical models to provide practical, actionable strategies for fostering a culture of continuous improvement and open communication. Drawing on principles from thought leaders like Kim Scott, author of the influential book "Radical Candor", this course emphasizes the importance of caring personally while challenging directly. Participants will learn how to structure feedback that is specific, objective, and forward-looking, turning potentially difficult conversations into opportunities for growth and development. BIG BEN Training Center has meticulously crafted this curriculum to equip leaders at all levels with the confidence and competence to handle performance dialogues, manage defensive reactions, and inspire their teams to achieve their full potential, thereby driving both individual and organizational excellence.

## Target Audience / This training course is suitable for:

- Team Leaders and Supervisors.
- Department Managers and Directors.
- Human Resources Professionals.
- Project Managers and Team Leads.
- Newly appointed managers and those aspiring to leadership roles.
- Senior Executives seeking to refine their communication skills.
- Anyone responsible for conducting performance appraisals and reviews.

## Target Sectors and Industries:

- Technology and Information Technology.
- Healthcare and Pharmaceutical sectors.
- Financial Services, Banking, and Insurance.
- Retail and Consumer Goods.
- Manufacturing and Engineering.
- Government Agencies and Public Sector Organizations.
- Education and Academic Institutions.
- Consulting and Professional Services.

## Target Organizations Departments:

- Human Resources and Talent Development.
- Operations and Production Management.
- Sales and Business Development.
- Customer Service and Support.
- Project Management Office (PMO).
- Research and Development.
- All departments with managerial and supervisory responsibilities.

## Course Offerings:

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

- Master the core principles of delivering impactful and constructive feedback.
- Develop and apply structured feedback models like the SBI (Situation-Behavior-Impact) framework.
- Plan and execute effective performance dialogue sessions that are motivating and goal-oriented.
- Navigate difficult conversations and manage emotional or defensive reactions with confidence.
- Cultivate psychological safety to encourage open and honest two-way communication.
- Differentiate between coaching, mentoring, and performance management conversations.
- Implement strategies for creating a continuous feedback culture within their teams.
- Set clear, measurable performance goals and link them to developmental feedback.
- Enhance active listening and questioning skills to better understand employee perspectives.

## Course Methodology:

The training methodology at BIG BEN Training Center is designed to be highly interactive, experiential, and participant-centered, ensuring that learning is both engaging and directly applicable to the workplace. This course moves away from traditional lecture-based formats to a dynamic workshop environment. A significant portion of the training will be dedicated to practical application through role-playing scenarios that simulate real-world performance dialogues and difficult conversations. Participants will receive immediate, constructive feedback from both the facilitator and their peers in a safe and supportive setting. The curriculum incorporates a blend of case study analyses of successful feedback cultures, interactive group discussions, and self-assessment tools to enhance self-awareness. We will utilize video clips to demonstrate effective and ineffective communication techniques, followed by guided debriefs. Team-based exercises will encourage collaborative problem-solving and the sharing of diverse perspectives. This hands-on approach ensures that participants not only understand the theories but also build the muscle memory and confidence to apply these critical skills effectively back in their professional roles.

## Course Agenda (Course Units):

### Unit One: The Foundations of Constructive Communication

- The psychology of feedback and its impact on motivation and performance.
- Differentiating between constructive feedback, praise, and criticism.
- Establishing psychological safety as a prerequisite for honest dialogue.
- Understanding the role of emotional intelligence in performance conversations.
- The Johari Window model and its application to self-awareness and feedback.
- Overcoming common barriers to giving and receiving feedback.
- The leader's role in modeling a receptive and open feedback culture.

## Unit Two: Mastering Feedback Delivery Models and Techniques

- The Situation-Behavior-Impact (SBI) model for clear and objective feedback.
- Using the STAR method (Situation, Task, Action, Result) for performance-based feedback.
- Techniques for framing feedback positively and focusing on future actions.
- The art of active listening and powerful questioning during dialogue.
- Mastering non-verbal communication to build rapport and trust.
- Strategies for providing timely and frequent feedback effectively.
- Balancing positive reinforcement with constructive criticism for optimal impact.

## Unit Three: Conducting High-Impact Performance Dialogues

- Planning and structuring a formal performance review meeting.
- Setting a collaborative agenda and creating a positive environment.
- Aligning individual performance with team and organizational goals.
- Techniques for discussing performance metrics and results objectively.
- Co-creating meaningful and actionable development plans.
- Documenting conversations and follow-up actions effectively.
- Transitioning from annual appraisals to continuous performance dialogue.

## Unit Four: Navigating Difficult Conversations and Challenging Scenarios

- Strategies for addressing underperformance and behavioral issues.
- Managing defensive, emotional, and challenging reactions with empathy.
- Delivering feedback on sensitive topics with professionalism and care.
- How to receive and process critical feedback gracefully and professionally.
- Giving constructive feedback to peers and senior colleagues (upward feedback).
- Addressing performance gaps and creating Performance Improvement Plans (PIPs).
- Conflict resolution techniques for disagreements arising from feedback.

## Unit Five: Cultivating a Sustainable High-Feedback Culture

- Moving from a top-down feedback model to a 360-degree approach.
- Implementing systems for peer-to-peer and team-based feedback.
- Training your team on how to give and receive feedback effectively.
- Integrating feedback mechanisms into daily routines and team meetings.
- Using technology and tools to facilitate continuous feedback loops.
- Measuring the impact of a feedback culture on engagement and performance.
- Creating a personal action plan for implementing key learnings.

# FAQ:

### Qualifications required for registering to this course?

There are no requirements.

### How long is each daily session, and what is the total number of training hours for the course?

This training course spans five days, with daily sessions ranging between 4 to 5 hours, including breaks and interactive activities, bringing the total duration to 20 - 25 training hours.

## Something to think about:

How might the principles of direct and constructive feedback be adapted to align with diverse cultural norms regarding hierarchy and communication styles in a global organization?

## What unique qualities does this course offer compared to other courses?

This course distinguishes itself by focusing deeply on the human element of performance communication, moving beyond simplistic scripts and models. While many programs teach what to say, we emphasize how to create the underlying conditions for feedback to be truly heard and acted upon. Our core focus is on building psychological safety and emotional intelligence, enabling leaders to foster genuine trust, which is the bedrock of any effective feedback culture. The curriculum is uniquely practical, dedicating substantial time to immersive role-playing and scenario-based learning, allowing participants to practice navigating nuanced and difficult conversations in a controlled environment. Unlike courses that offer a one-size-fits-all approach, we explore the adaptability of feedback techniques across different personality types and cultural contexts. The program is designed not just to impart skills but to shift mindsets, empowering participants to champion and build a sustainable culture of continuous dialogue and development within their organizations, rather than simply improving an annual review process. This holistic approach ensures a more profound and lasting impact on both leadership effectiveness and team performance.