

THE ART OF GIVING AND RECEIVING CONSTRUCTIVE FEEDBACK

Kuala Lumpur - Malaysia
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\$5,800

GENTEX®
TRAINING CENTER





Introduction

Effective communication is a cornerstone of personal and professional growth. One of the most vital aspects of communication is the ability to give and receive constructive feedback. This skill enhances collaboration, increases productivity, and fosters a positive working environment. However, many individuals struggle with providing feedback that is both helpful and well-received. Similarly, receiving feedback can be challenging if not approached with the right mindset.

Understanding how to deliver and accept constructive feedback requires practice, strategy, and emotional intelligence. This course, provided by Gentex Training Center, is designed to equip professionals with the necessary tools to engage in meaningful and effective feedback conversations. Participants will learn practical techniques to deliver feedback in a respectful, impactful manner while also developing the ability to receive criticism with an open and growth-oriented mindset.

The Art of Giving and Receiving Constructive Feedback

Course Objectives

- Understand the principles of constructive feedback and its importance in professional settings.
- Develop effective communication strategies to deliver feedback with clarity and impact.
- Learn techniques to receive feedback positively and apply it for self-improvement.
- Enhance emotional intelligence and active listening skills.
- Overcome common barriers to effective feedback exchange.
- Build a culture of feedback that fosters team development and continuous improvement.
- Gain confidence in handling difficult conversations related to performance and expectations.



Course Methodology

- Real-life case studies and role-playing exercises.
- Group discussions and collaborative learning.
- Hands-on practice sessions with personalized feedback.
- Expert-led presentations and guided reflections.

Who Should Take This Course

- Managers and team leaders
- HR professionals
- Employees seeking to improve workplace communication
- Entrepreneurs and business owners
- Anyone looking to develop constructive communication skills

The Art of Giving and Receiving Constructive Feedback Course Outlines

Day 1: Understanding the Fundamentals of Feedback

- The role of feedback in personal and professional growth
- Differences between constructive and destructive feedback
- Psychological aspects of giving and receiving feedback
- Overcoming emotional barriers to feedback

Day 2: Techniques for Giving Effective Feedback

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- The SBI (Situation-Behavior-Impact) model
- Choosing the right time and setting for feedback
- Structuring feedback for clarity and effectiveness
- Using positive reinforcement alongside critical feedback

Day 3: Strategies for Receiving Feedback Gracefully

- Active listening techniques
- Managing emotional reactions to criticism
- Turning feedback into actionable improvement steps
- Building resilience and growth mindset

Day 4: Overcoming Challenges in Feedback Conversations

- Handling defensive responses and resistance
- Navigating feedback in cross-cultural environments
- Addressing feedback in remote and hybrid work settings
- Conflict resolution through effective feedback

Day 5: Building a Feedback Culture in the Workplace

- Encouraging open communication within teams
- Establishing feedback mechanisms in organizations
- Continuous learning through peer and self-assessment
- Practical exercises and final reflections





Conclusion

By successfully completing this course, participants will gain the skills and confidence needed to engage in constructive feedback conversations effectively. They will be better prepared to foster a culture of open communication, continuous improvement, and mutual respect in their workplace. With Gentex Training Centers expert guidance, participants will leave the course equipped with practical strategies to enhance collaboration and professional growth.