Feedback Skills for Leaders Training

Duration: **1 Day**

BILGINC IT Academy
info@bilginc.com
bilginc.com

One of the most valuable leadership skills is the ability to provide meaningful feedback that encourages growth, strengthens performance, and builds trust. Effective feedback helps employees understand expectations, improve performance, and contribute more successfully to organizational goals.

This practical training program equips leaders with proven techniques for both giving and receiving feedback. Participants learn how to respond constructively to criticism, deliver developmental feedback with confidence, recognize positive performance effectively, and address recurring challenges in a productive way.

By the end of the course, leaders will be better prepared to create a feedback-rich culture that supports continuous improvement and employee engagement.

Who Should Attend

This course is designed for:

- Team leaders
- Supervisors
- Managers at all levels
- Human Resources professionals
- Project managers
- Leaders responsible for employee development

What You Will Learn

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

- Understand why people resist criticism
- Respond constructively to difficult feedback
- Deliver effective developmental feedback
- Use positive feedback to reinforce desired behaviors
- Address recurring performance issues effectively
- Foster a culture of open communication and continuous improvement

Training Outline

Part 1: Understanding Resistance to Criticism

Explore the reasons why feedback is often perceived negatively and how leaders can address these reactions.

Topics Covered

- Understanding critical feedback

BILGINÇ IT Academy

info@bilginc.com

bilginc.com

- The relationship between feedback and performance
- Generational perspectives on feedback
- The influence of past experiences
- Managing self-criticism
- Reframing beliefs about feedback

Part 2: Responding to Critical Feedback

Learn practical techniques for handling criticism professionally and productively.

Topics Covered

- How feedback is interpreted
- Different types of critical feedback
- The stages of responding to criticism
- Building resilience when receiving feedback

Practical Techniques

- Fogging Technique
- Admitting Truth Technique
- Requesting Specific Feedback

Additional Tools

- Practical tips for handling criticism
- Assertive communication methods

Part 3: Giving Constructive Feedback

Develop the skills required to deliver feedback that drives growth and improvement.

Topics Covered

- Common barriers to giving feedback
- Managing difficult conversations
- Benefits of ongoing feedback

Constructive Feedback Process

Step 1: Establish Clear Expectations

- Setting realistic goals
- Defining success criteria

Step 2: Gather Facts

- Using objective evidence
- Preparing examples

Step 3: Choose the Right Time

BILGINÇ IT Academy

info@bilginc.com

bilginc.com

- Creating the appropriate environment
- Timing feedback effectively

Step 4: Apply the DASR Framework

- Describe the situation
- Identify behaviors
- Explain results
- Clarify expectations

Step 5: Follow Up

- Monitoring progress
- Supporting improvement

Additional Techniques

- Using “I” statements
- Applying the DASS framework
- Delivering unsolicited feedback effectively
- Turning complaints into constructive proposals

Part 4: Delivering Positive Feedback

Understand how recognition and appreciation influence motivation and performance.

Topics Covered

- The impact of praise
- Building a recognition culture
- Overcoming barriers to positive feedback
- Best practices for acknowledging success

Practical Applications

- Private recognition
- Public recognition
- Providing positive feedback upward

Part 5: Managing Recurring Problems

Learn a structured approach to addressing ongoing performance and behavior issues.

Topics Covered

- Identifying recurring challenges
- Conducting productive performance conversations
- Encouraging accountability
- Developing improvement plans

Five-Step Problem Resolution Process

- Define the issue

Feedback Skills for Leaders Training

Duration: **1 Day**

BILGINC IT Academy
info@bilginc.com
bilginc.com

- Explore causes
- Clarify expectations
- Agree on actions
- Follow up and measure progress

Expected Outcomes

Upon completion, leaders will be able to use feedback as a strategic leadership tool that improves performance, strengthens relationships, increases employee engagement, and supports long-term organizational success.