



Delivering Feedback with Clarity, Confidence, and Care

Delivering feedback is one of the most challenging—and most critical—responsibilities of effective leadership. When feedback is handled poorly, it can damage trust and morale. When delivered with clarity, confidence, and care, it becomes a powerful tool for improving performance, strengthening relationships, and developing people.

This workshop equips leaders with practical frameworks and communication strategies to deliver feedback in a way that is respectful, timely, and productive. Participants learn how to address performance issues, reinforce expectations, and guide behavior change while preserving dignity and trust. The result is feedback that not only corrects issues, but also demonstrates genuine investment in employee growth and long-term success.

Workshop Objectives:

- Understand the role of effective feedback in performance management and employee development.
- Differentiate between constructive feedback and criticism that undermines trust and engagement.
- Deliver feedback with clarity and confidence, even in difficult or sensitive situations.
- Apply structured feedback frameworks to address behaviors, expectations, and outcomes.
- Maintain care and professionalism while holding individuals accountable for performance.
- Reduce defensiveness and resistance by communicating feedback respectfully and purposefully.
- Use feedback as a development tool to build capability, motivation, and trust.
- Demonstrate leadership behaviors that reinforce a culture of growth, accountability, and continuous improvement.



Course Outline:

Module One: Getting Started

Module Two: When Should Feedback Occur?

Module Three: Preparing and Planning

Module Four: Choosing a Time and Place

Module Five: During the Session (I)

Module Six: During the Session (II)

Module Seven: Setting Goals

Module Eight: Diffusing Anger or Negative Emotions

Module Nine: What Not to Do

Module Ten: After the Session (I)

Module Eleven: After the Session (II)

Module Twelve: Wrapping Up