

The Art and Science of Feedback ©

Tools to build a shared framework, use clear structures, and transform feedback into a continuous driver for growth and collaboration.



Have you ever noticed how communication breaks down when feedback is delivered poorly or met with defensiveness? Without a clear purpose and structure, both positive and corrective feedback often fail, leaving individuals feeling misunderstood or detached from team goals.

The Art and Science of Feedback©© equips participants with practical tools to deliver and receive feedback effectively. By exploring core frameworks like the GROW model, this course establishes a shared vocabulary that reduces friction and builds productive, growth-oriented workplace behaviors.

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• Who is it for?

- Managers and team leaders
- Specialists and individual contributors
- Cross-functional teams working in fast-paced, high-pressure delivery environments
- Professionals who need to deliver constructive inputs, handle emotional reactions, and establish clear development frameworks without damaging collaboration.

• What will you learn?

How to...

- approach the process of giving and receiving feedback with clarity, open-mindedness, and accountability
- structure your feedback effectively using established models
- identify and bypass the psychological traps and counterproductive behaviors that hinder healthy communication
- manage emotional reactions, maintain a constructive attitude, and employ non-conflictual language
- establish a shared organizational understanding

• What to expect?

- A practical framework for analyzing feedback as a professional tool for development, rather than a subjective critique
- Explicit communication methods, including the implementation of the GROW model and non-conflictual language patterns
- Guided analysis of realistic workplace scenarios to practice avoiding communication traps and emotional triggers
- Interactive exercises designed to align individual behaviors with organizational growth objectives

• How is it delivered?

FORMAT

In-class or online

DURATION

In-class or online; 1.5 days / 9 hours

COHORT

Groups of up to 12 participants