aractech
Global Learning for Operational Leaders



COMMUNICATION AND WRITING SKILLS | CWS-035

Feedback Conversations and Constructive Communication

Contact

+31 85 7444446
info@aractech.com
https://aractech.com

Address

Waarderweg 50, 2031 BP Haarlem - Netherlands.

aractech
Global Learning for Operational Leaders



Course content

Why Attend

Feedback is one of the most powerful drivers of performance and development, yet many people avoid giving it, deliver it badly or react defensively when they receive it. Vague praise, delayed criticism and emotional confrontations damage relationships and leave problems unresolved.

This Feedback Conversations and Constructive Communication training course builds the confidence and skill to give and receive feedback in ways that help people grow. Participants learn practical feedback models, how to prepare for difficult conversations, how to describe behaviour and impact objectively, how to listen and respond to reactions, and how to agree a positive way forward.

Course Methodology

• The course is highly practical, with participants practising feedback conversations in pairs and small groups using realistic scenarios, including some drawn from their own work. Observers provide structured feedback on the feedback, and short inputs introduce models and techniques.

Course Objectives

• Explain the value of regular, constructive feedback

• Recognise barriers that stop people giving honest feedback

• Apply structured feedback models to positive and developmental feedback

• Describe behaviour and impact objectively without judgement

• Prepare for and manage difficult feedback conversations

• Respond calmly to defensive or emotional reactions

Target Audience

• Managers and supervisors

• Team leaders and project leaders

• HR professionals

aractech
Global Learning for Operational Leaders

Course content

- Coaches and mentors

aractech
Global Learning for Operational Leaders

Course outline

Detailed course outline

Day-by-day outline for Feedback Conversations and Constructive Communication.

Day 1 - Why Feedback Matters

- 09:00-09:39 | The role of feedback in performance and development
- 09:39-10:18 | Why people avoid giving honest feedback
- 10:18-10:57 | Positive, developmental and corrective feedback
- 10:57-11:00 | The effect of timing, frequency and setting
- 11:00-11:30 | Coffee break
- 11:30-12:06 | The effect of timing, frequency and setting (continued)
- 12:06-12:44 | Psychological safety and trust in feedback
- 12:44-13:22 | Self-assessment of feedback habits
- 13:22-14:00 | Discussion: memorable feedback experiences

Day 2 - Structured Feedback Models

- 09:00-09:34 | Situation, behaviour and impact as a simple model
- 09:34-10:08 | Separating observation from interpretation
- 10:08-10:42 | Making positive feedback specific and meaningful
- 10:42-11:00 | Framing developmental feedback constructively
- 11:00-11:30 | Coffee break
- 11:30-11:46 | Framing developmental feedback constructively (continued)
- 11:46-12:20 | Inviting the other person's perspective
- 12:20-12:53 | Agreeing actions and support
- 12:53-14:00 | Practice: giving positive and developmental feedback

aractech
Global Learning for Operational Leaders

Course outline

Detailed course outline

Day-by-day outline for Feedback Conversations and Constructive Communication.

Day 3 - Difficult Feedback Conversations

- 09:00-09:34 | Preparing for conversations about performance or behaviour
- 09:34-10:08 | Opening the conversation clearly and respectfully
- 10:08-10:42 | Staying focused on facts and impact
- 10:42-11:00 | Handling denial, excuses and blame
- 11:00-11:30 | Coffee break
- 11:30-11:46 | Handling denial, excuses and blame (continued)
- 11:46-12:20 | Managing your own emotions during the conversation
- 12:20-12:53 | Knowing when to pause or follow up later
- 12:53-14:00 | Role play: a difficult performance conversation

Day 4 - Receiving Feedback and Responding to Reactions

- 09:00-09:34 | Receiving feedback without becoming defensive
- 09:34-10:08 | Asking questions to understand feedback fully
- 10:08-10:42 | Responding to tears, anger or silence
- 10:42-11:00 | Upward feedback to managers and senior colleagues
- 11:00-11:30 | Coffee break
- 11:30-11:46 | Upward feedback to managers and senior colleagues (continued)
- 11:46-12:20 | Feedback across cultures and generations
- 12:20-12:53 | Written feedback in emails and appraisals
- 12:53-14:00 | Practice: receiving and responding to challenging feedback

aractech
Global Learning for Operational Leaders

Course outline

Detailed course outline

Day-by-day outline for Feedback Conversations and Constructive Communication.

Day 5 - Building a Feedback Culture

- 09:00-09:34 | Making feedback a regular habit in teams
- 09:34-10:08 | Peer feedback and team retrospectives
- 10:08-10:42 | Recognition and appreciation practices
- 10:42-11:00 | Linking feedback with coaching and development
- 11:00-11:30 | Coffee break
- 11:30-11:46 | Linking feedback with coaching and development (continued)
- 11:46-12:20 | Following up and sustaining behaviour change
- 12:20-13:27 | Final practice with observer feedback
- 13:27-14:00 | Personal action plan for constructive communication

aractech
Global Learning for Operational Leaders

Seminar dates

Available seminar dates

Live dates and pricing for Feedback Conversations and Constructive Communication generated from the course details page.

Date	Location	Format	Fee
14 - 18 December 2026	London	Classroom	**€2,915**
21 - 25 December 2026	Barcelona	Classroom	**€2,275**
7 - 11 December 2026	Frankfurt	Classroom	**€2,175**
4 - 8 January 2027	London	Classroom	**€2,915**
11 - 15 January 2027	Barcelona	Classroom	**€2,275**
18 - 22 January 2027	Frankfurt	Classroom	**€2,175**
25 - 29 January 2027	Kuala lumpur	Classroom	**€2,425**
8 - 12 February 2027	London	Classroom	**€2,915**
15 - 19 February 2027	Barcelona	Classroom	**€2,275**
22 - 26 February 2027	Frankfurt	Classroom	**€2,175**

aractech
Global Learning for Operational Leaders



Seminar dates

Available seminar dates

Live dates and pricing for Feedback Conversations and Constructive Communication generated from the course details page.

Date	Location	Format	Fee
1 - 5 February 2027	Madrid	Classroom	**€3,400**
15 - 19 March 2027	London	Classroom	**€2,915**
22 - 26 March 2027	Barcelona	Classroom	**€2,275**
1 - 5 March 2027	Frankfurt	Classroom	**€2,175**
8 - 12 March 2027	Munich	Classroom	**€2,425**
26 - 30 April 2027	London	Classroom	**€2,915**
5 - 9 April 2027	Barcelona	Classroom	**€2,275**
12 - 16 April 2027	Frankfurt	Classroom	**€2,175**
19 - 23 April 2027	Paris	Classroom	**€2,810**
3 - 7 May 2027	London	Classroom	**€2,915**

aractech
Global Learning for Operational Leaders



Seminar dates

Available seminar dates

Live dates and pricing for Feedback Conversations and Constructive Communication generated from the course details page.

Date	Location	Format	Fee
10 - 14 May 2027	Barcelona	Classroom	**€2,275**
17 - 21 May 2027	Frankfurt	Classroom	**€2,175**
24 - 28 May 2027	Rome	Classroom	**€2,830**
14 - 18 June 2027	London	Classroom	**€2,915**
21 - 25 June 2027	Barcelona	Classroom	**€2,275**
7 - 11 June 2027	Frankfurt	Classroom	**€2,175**
19 - 23 July 2027	London	Classroom	**€2,915**
26 - 30 July 2027	Barcelona	Classroom	**€2,275**
5 - 9 July 2027	Frankfurt	Classroom	**€2,175**
12 - 16 July 2027	Amsterdam	Classroom	**€3,215**

aractech
Global Learning for Operational Leaders

Seminar dates

Available seminar dates

Live dates and pricing for Feedback Conversations and Constructive Communication generated from the course details page.

Date	Location	Format	Fee
23 - 27 August 2027	London	Classroom	**€2,915**
2 - 6 August 2027	Barcelona	Classroom	**€2,275**
9 - 13 August 2027	Frankfurt	Classroom	**€2,175**
16 - 20 August 2027	Cape Town	Classroom	**€1,825**
13 - 17 September 2027	London	Classroom	**€2,915**
20 - 24 September 2027	Barcelona	Classroom	**€2,275**
6 - 10 September 2027	Frankfurt	Classroom	**€2,175**
11 - 15 October 2027	London	Classroom	**€2,915**
18 - 22 October 2027	Barcelona	Classroom	**€2,275**
25 - 29 October 2027	Frankfurt	Classroom	**€2,175**

aractech
Global Learning for Operational Leaders

Seminar dates

Available seminar dates

Live dates and pricing for Feedback Conversations and Constructive Communication generated from the course details page.

Date	Location	Format	Fee
4 - 8 October 2027	Geneva	Classroom	**€3,315**
15 - 19 November 2027	London	Classroom	**€2,915**
22 - 26 November 2027	Barcelona	Classroom	**€2,275**
1 - 5 November 2027	Frankfurt	Classroom	**€2,175**
8 - 12 November 2027	Istanbul	Classroom	**€2,825**
27 - 31 December 2027	London	Classroom	**€2,915**
6 - 10 December 2027	Barcelona	Classroom	**€2,275**
13 - 17 December 2027	Frankfurt	Classroom	**€2,175**
20 - 24 December 2027	Kuala lumpur	Classroom	**€2,425**
14 - 18 December 2026	Online / Live	Online / Live	**€1,625**

aractech
Global Learning for Operational Leaders



Seminar dates

Available seminar dates

Live dates and pricing for Feedback Conversations and Constructive Communication generated from the course details page.

Date	Location	Format	Fee
21 - 25 December 2026	Online / Live	Online / Live	**€1,625**
7 - 11 December 2026	Online / Live	Online / Live	**€1,625**
4 - 8 January 2027	Online / Live	Online / Live	**€1,625**
11 - 15 January 2027	Online / Live	Online / Live	**€1,625**
18 - 22 January 2027	Online / Live	Online / Live	**€1,625**
25 - 29 January 2027	Online / Live	Online / Live	**€1,625**
8 - 12 February 2027	Online / Live	Online / Live	**€1,625**
15 - 19 February 2027	Online / Live	Online / Live	**€1,625**
22 - 26 February 2027	Online / Live	Online / Live	**€1,625**
1 - 5 February 2027	Online / Live	Online / Live	**€1,625**

aractech
Global Learning for Operational Leaders



Seminar dates

Available seminar dates

Live dates and pricing for Feedback Conversations and Constructive Communication generated from the course details page.

Date	Location	Format	Fee
15 - 19 March 2027	Online / Live	Online / Live	**€1,625**
22 - 26 March 2027	Online / Live	Online / Live	**€1,625**
1 - 5 March 2027	Online / Live	Online / Live	**€1,625**
8 - 12 March 2027	Online / Live	Online / Live	**€1,625**
26 - 30 April 2027	Online / Live	Online / Live	**€1,625**
5 - 9 April 2027	Online / Live	Online / Live	**€1,625**
12 - 16 April 2027	Online / Live	Online / Live	**€1,625**
19 - 23 April 2027	Online / Live	Online / Live	**€1,625**
3 - 7 May 2027	Online / Live	Online / Live	**€1,625**
10 - 14 May 2027	Online / Live	Online / Live	**€1,625**

aractech
Global Learning for Operational Leaders

Seminar dates

Available seminar dates

Live dates and pricing for Feedback Conversations and Constructive Communication generated from the course details page.

Date	Location	Format	Fee
17 - 21 May 2027	Online / Live	Online / Live	**€1,625**
24 - 28 May 2027	Online / Live	Online / Live	**€1,625**
14 - 18 June 2027	Online / Live	Online / Live	**€1,625**
21 - 25 June 2027	Online / Live	Online / Live	**€1,625**
7 - 11 June 2027	Online / Live	Online / Live	**€1,625**
19 - 23 July 2027	Online / Live	Online / Live	**€1,625**
26 - 30 July 2027	Online / Live	Online / Live	**€1,625**
5 - 9 July 2027	Online / Live	Online / Live	**€1,625**
12 - 16 July 2027	Online / Live	Online / Live	**€1,625**
23 - 27 August 2027	Online / Live	Online / Live	**€1,625**

aractech
Global Learning for Operational Leaders



Seminar dates

Available seminar dates

Live dates and pricing for Feedback Conversations and Constructive Communication generated from the course details page.

Date	Location	Format	Fee
2 - 6 August 2027	Online / Live	Online / Live	**€1,625**
9 - 13 August 2027	Online / Live	Online / Live	**€1,625**
16 - 20 August 2027	Online / Live	Online / Live	**€1,625**
13 - 17 September 2027	Online / Live	Online / Live	**€1,625**
20 - 24 September 2027	Online / Live	Online / Live	**€1,625**
6 - 10 September 2027	Online / Live	Online / Live	**€1,625**
11 - 15 October 2027	Online / Live	Online / Live	**€1,625**
18 - 22 October 2027	Online / Live	Online / Live	**€1,625**
25 - 29 October 2027	Online / Live	Online / Live	**€1,625**
4 - 8 October 2027	Online / Live	Online / Live	**€1,625**

aractech
Global Learning for Operational Leaders



Seminar dates

Available seminar dates

Live dates and pricing for Feedback Conversations and Constructive Communication generated from the course details page.

Date	Location	Format	Fee
15 - 19 November 2027	Online / Live	Online / Live	**€1,625**
22 - 26 November 2027	Online / Live	Online / Live	**€1,625**
1 - 5 November 2027	Online / Live	Online / Live	**€1,625**
8 - 12 November 2027	Online / Live	Online / Live	**€1,625**
27 - 31 December 2027	Online / Live	Online / Live	**€1,625**
6 - 10 December 2027	Online / Live	Online / Live	**€1,625**
13 - 17 December 2027	Online / Live	Online / Live	**€1,625**
20 - 24 December 2027	Online / Live	Online / Live	**€1,625**