

WORKSHOP AGENDA

Feedback

Master the art of constructive conversations.



Half day · In person or virtual · Intact teams

Feedback is too often treated as an event. The best teams make it a habit. Spend time with your team sharpening your feedback skills, with the tools, frameworks and practice to foster a culture of open dialogue and continuous improvement.

— WHAT YOU LEAVE WITH

- The tools to give and receive feedback effectively across the team.
- A clearer view of your blind spots and the areas with most room for personal and team growth.
- Proven techniques, and a plan, to make feedback a daily practice.

— WHO IT'S FOR

Intact teams who want to give and receive feedback more openly, and groups building psychological safety who want feedback to support trust rather than threaten it. The day closes with a plan that embeds the practice into everyday work.

— AT A GLANCE

The three types of feedback <i>Appreciation, coaching and evaluation.</i>	45 MIN
Feedback scenarios <i>Practice on realistic everyday situations.</i>	30 MIN
Psychological safety and empathy <i>Consider their perspective.</i>	45 MIN
Feedback conversations <i>Plan and deliver feedback using Situation, Behaviour, Impact.</i>	45 MIN

the session

01

Feedback & Psychological Safety 101

60 MIN

Appreciation, coaching and evaluation.

Giving feedback is something most people recognise as important, but few feel truly confident doing well. We break it down into three distinct types: appreciation, coaching, and evaluation. We'll also talk about the Johari Window.

What psychological safety is and why it matters.

Covers what psychological safety is, what it looks like in practice, and the specific behaviours that build or erode it.

02

Feedback Scenarios

30 MIN

Practice on realistic everyday situations.

Despite your good intentions in giving feedback, have people sometimes taken things the wrong way? Knowing why this happens can help us understand how we come across when giving feedback, so we can get our delivery right.

03

Empathy & Feedback Conversations

60 MIN

See the world through someone else's eyes.

A handy prompt to help you imagine yourself in others' shoes and view at things from their perspective.

Plan and deliver feedback using Situation, Behaviour, Impact.

Explore how to plan and deliver a feedback conversation using the Situation–Behaviour–Impact (SBI) model.

04

Future Feedback

30 MIN

See the world through someone else's eyes.

Now that you have learned the principles, explored the challenges, and practised the tools - how do you keep it going?

Let's talk.

Bring Feedback to your team

james@creativehuddle.co.uk creativehuddle.co.uk