

# Providing and receiving feedback

Duration: 0,5 day

Audience: Gestionnaire

## Who is this training for?

- Managers, team leaders
- Professionals who are required to collaborate regularly
- Anyone wishing to improve their communications and working relationships

## Training objectives

At the end of the training, participants will be able to :

- Recognize their perceptions and biases towards feedback
- Adapt their approach according to the context and type of feedback
- Give engaging feedback (positive, constructive and feedforward)
- Receive feedback with openness and professionalism
- Support a feedback culture within their team

## Summary

In a work environment where collaboration, agility and collective performance are essential, feedback becomes much more than a simple exchange: it is a real lever for engagement, development and mobilization of talent. This immersive training invites you to turn your sometimes delicate conversations into concrete opportunities to grow and strengthen professional relationships. Through a dynamic and experiential approach, you will learn how to structure your messages, adapt your posture and create the right conditions for feedback to be heard, understood and used. By developing your ability to give clear, respectful and engaging feedback, while learning to receive feedback with openness, you will actively contribute to building a culture of trust and continuous improvement in your work environment. This training will equip you to make feedback a natural, effective and meaningful reflex, for the benefit of your performance and that of your team.

## Course outline

## **1. Perceptions of feedback**

- Individual representations of feedback
- Paradoxes: liking to receive vs. giving
- Influence of intentions and context
- Notion of impact vs. intention

## **3. Giving engaging feedback**

- 3.1 Positive feedback Importance of recognition FITS technique 4 forms of recognition at work Conditions for motivating feedback
- 3.2 Constructive feedback Structuring difficult feedback The 3 key strategies : Prepare and choose the moment Create a safe space Seek to understand (active listening) Practice as a duo
- 3.3 Feedforward Difference from traditional feedback Focus on the future and solutions

## **4. Team feedback**

- Challenges of collective feedback
- Risks of negative spread
- Good practices to promote a healthy culture

## **5. Receiving feedback effectively**

- Opening posture
- Managing emotional reactions
- Active listening and clarification
- Transforming feedback into a lever for development

## **6. Integration and transfer**

- Individual awareness
- Sharing key learnings
- Identification of concrete commitments
- Personal action plan

## **Approach and methodology**

The training is based on an experiential and participatory approach, where participants learn mainly by doing (role-playing, role-playing, real cases). It favors real-time feedback and reflection on lived experiences, in order to promote awareness and concrete transfer in the workplace. The facilitator acts as a facilitator, creating a safe climate conducive to experimentation, exchange and continuous improvement.

## **Recommendations**

- Be in a regular collaborative situation (team, project, management)
- Have already experienced feedback situations (given or received)

## **Accreditations**

This course qualifies you for 3.5 PMI® Professional Development Units (PDUs).

Code for recognition of accreditation units: 5054GMUZ0N