

Leadership & Management Development



1.12 Providing High Performance Feedback

The programmes within this Personal Development pillar are not “off-the-shelf” courses. They are designed as a menu of development options that can be combined, adapted and shaped to reflect what is really happening for individuals and teams within your organisation. What begins as a request for confidence, resilience or mindset support often reveals something deeper – identity, self-belief, emotional commitment or the ability to navigate change.

These outlines are therefore best read as catalysts for discussion – prompts to help you reflect on how people see themselves, how they show up at work and what inner shifts are required to unlock stronger performance and fulfilment. In practice, the most effective solutions often draw on complementary elements from across our other pillars – Communication, Management and Leadership, Business Development and Senior-Level Leadership and Talent Development. Every intervention we deliver is built in partnership with you, around your culture, your people and the outcomes you need to achieve.

Course Overview

Feedback is a key driver of performance, motivation and continuous improvement. Yet it can often feel uncomfortable to give or receive. This practical one-day programme equips participants with the skills and confidence to hold constructive feedback conversations that improve results and strengthen relationships.

Delegates will learn how to give feedback that is timely, specific and actionable, while managing emotional responses and maintaining trust.

Who Should Attend

Useful for anyone who provides performance feedback, including:

- Managers and team leaders
- HR and talent professionals
- Supervisors and coaches
- Colleagues who support others' development
- Individuals seeking to strengthen collaboration

Context

Feedback is one of the most powerful tools for improving performance, yet many leaders hesitate to give it or struggle to deliver it well. Without timely and constructive feedback, people can feel uncertain about expectations and miss opportunities to grow.

At Expleo we help leaders turn feedback into a supportive and motivating conversation. This programme enables participants to deliver clear, respectful guidance that helps others understand their strengths, make improvements and stay focused on success.

How Certification is Earned

Upon successful completion of this course, participants will be awarded a certificate of attendance from Expleo Academy.

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Course Objectives

By the end of the programme participants will be able to:

- Explain the value of constructive, performance-focused feedback
- Use practical models to structure feedback clearly
- Deliver feedback that is specific, balanced and actionable
- Apply active listening and empathy to encourage positive engagement
- Respond confidently when feedback triggers defensiveness or resistance
- Reinforce continuous improvement through regular conversations
- Build a supportive environment where feedback is normal and valued

Course Outline

1. The Importance of High-Performance Feedback

- Supporting development and organisational goals
- Overcoming hesitation around difficult conversations

2. Effective Feedback Delivery Techniques

- Using clear structure (including SBI model)
- Language and tone that support progress

3. Specific and Actionable Feedback

- Providing clarity around expectations and outcomes
- Driving accountability and follow-through

4. Handling Challenging Reactions

- Managing emotions and defensiveness
- Keeping conversations on track constructively

5. Creating a Feedback Culture

- Encouraging openness through trust and consistency
- Enabling peer-to-peer feedback and shared learning

6. Embedding Feedback in Performance Practice

- Making ongoing conversations routine and effective
- Tracking and measuring progress over time

Training Methodology

Highly interactive learning including:

- Role-plays and real-life feedback scenarios
- Group discussion and reflective practice
- Facilitator coaching and peer review
- Tools to strengthen confidence and application

Participants will leave with practical techniques to deliver feedback that inspires improved performance and personal growth.

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