



Consulting and Training | Reach New Heights

Course Name

Effective Listening and Constructive Feedback

Sector Name

Interpersonal Skills and Self Development

Document Type

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Effective Listening and Constructive Feedback

Course Introduction

Effective communication in the workplace begins with the ability to listen attentively and respond constructively. Many performance gaps, misunderstandings, and workplace conflicts are not caused by lack of knowledge, but by ineffective listening and poorly delivered feedback.

Effective Listening and Constructive Feedback, developed by **Boost Consulting and Training**, is designed to strengthen core communication competencies that directly impact teamwork, leadership effectiveness, and performance management.

This program provides participants with practical tools to enhance listening accuracy, manage professional conversations confidently, deliver feedback that drives improvement, and build stronger working relationships across teams.

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Effective Listening and Constructive Feedback

Target Audience

- ✓ Supervisors and team leaders
- ✓ Line managers and department heads
- ✓ HR professionals
- ✓ Administrative staff
- ✓ Customer-facing employees
- ✓ Professionals involved in team collaboration
- ✓ Employees responsible for performance discussions

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Effective Listening and Constructive Feedback

Learning Objectives

- ✓ Understand the principles of active and professional listening
- ✓ Identify and overcome common listening barriers
- ✓ Improve focus and comprehension during conversations
- ✓ Deliver constructive feedback confidently and professionally
- ✓ Handle defensive reactions effectively
- ✓ Conduct structured feedback discussions
- ✓ Strengthen communication and trust within teams
- ✓ Promote a culture of open and respectful dialogue

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Effective Listening and Constructive Feedback

Course Outline

✓ DAY 01

Foundations of Effective Listening

- ✓ Hearing vs. active listening
- ✓ The importance of listening in workplace performance
- ✓ The impact of poor listening on teamwork and productivity
- ✓ Levels of listening and attention
- ✓ Internal and external listening barriers
- ✓ Managing assumptions and distractions
- ✓ Improving presence and engagement in conversations

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Course Outline

✓ Day 02

Developing Advanced Listening Skills

- ✓ Asking effective and clarifying questions
- ✓ Paraphrasing and summarizing techniques
- ✓ Observing and interpreting non-verbal communication
- ✓ Managing interruptions professionally
- ✓ Listening during tense or emotional discussions
- ✓ Maintaining neutrality and objectivity
- ✓ Listening under time pressure

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Course Outline

✓ Day 03

Principles of Constructive Feedback

- ✓ Feedback vs. criticism
- ✓ The purpose and impact of constructive feedback
- ✓ Timing and preparation for feedback discussions
- ✓ Structuring feedback conversations
- ✓ Focusing on behavior rather than personality
- ✓ Balancing positive and corrective feedback
- ✓ Encouraging ownership and accountability

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Course Outline

✓ Day 04

Managing Difficult Feedback Conversations

- ✓ Delivering feedback on underperformance
- ✓ Handling defensive reactions professionally
- ✓ Managing emotional responses
- ✓ Addressing recurring issues
- ✓ Maintaining professionalism during sensitive discussions
- ✓ Documentation and follow-up practices

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Course Outline

✓ Day 05

Building a Sustainable Feedback Culture

- ✓ Receiving feedback openly and professionally
- ✓ Turning feedback into actionable improvement
- ✓ Encouraging open dialogue within teams
- ✓ Integrating feedback into daily leadership practices
- ✓ Continuous communication improvement
- ✓ Personal action planning
- ✓ Final practical assessment and feedback session

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Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
Dec. 13, 2026	Dec. 17, 2026	5 days	4250.00 \$	Oman , Muscat
Sept. 6, 2027	Sept. 10, 2027	5 days	4250.00 \$	UAE , Dubai
Dec. 27, 2026	Dec. 31, 2026	5 days	4250.00 \$	Qatar , Doha

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