



London TDM

# Soft Skills and Personal Development Training Courses

**Course Venue:** Malaysia - Kuala Lumpur

**Course Date:** From 08 March 2026 To 12 March 2026

**Course Place:** Royale Chulan Hotel

**Course Fees:** 6,000 USD

## Introduction

In the fast-paced professional environment, effective feedback and performance dialogue are crucial components in facilitating growth, enhancing communication, and improving workplace efficiency. This comprehensive 5-day course is designed to equip participants with the skills necessary to give and receive feedback constructively and engage in meaningful performance discussions.

## Objectives

- Understand the importance of feedback in the workplace.
- Learn key feedback models and techniques.
- Develop skills for engaging in productive performance dialogues.
- Enhance the ability to deal with challenging feedback situations.
- Create a plan for implementing feedback strategies in the workplace.

## Course Outlines

### Day 1: Introduction to Feedback and Performance Dialogue

- Definition and importance of feedback in professional settings.
- Understanding the feedback process and its impact on performance.
- Introduction to key theories and models of feedback.
- Identifying the barriers to effective feedback delivery and reception.
- Setting the stage for effective feedback sessions.

### Day 2: Techniques and Tools for Providing Effective Feedback

- Exploring different feedback models (e.g., SBI, COIN).
- How to tailor feedback to individual needs and contexts.
- The role of body language and tone in delivering feedback.
- Practicing feedback through role-playing exercises.
- Assessing the effectiveness of feedback given.

### Day 3: Receiving Feedback Positively and Using it for Improvement

- Understanding personal reactions to feedback and how to manage them.
- Active listening skills for receiving feedback.
- Strategies for soliciting constructive feedback.
- Integrating feedback into personal and professional development plans.
- Case studies on successful feedback reception and application.

### Day 4: Engaging in Performance Dialogue

- The difference between feedback and performance dialogue.
- Setting goals and expectations in performance discussions.
- Fostering an open and safe environment for dialogue.
- Managing difficult conversations with tact and empathy.
- Developing action plans from performance dialogue outcomes.

## **Day 5: Implementing Feedback Strategies in the Workplace**

- Creating a culture of continuous feedback and dialogue.
- Leveraging technology and tools for feedback and performance management.
- Evaluating the impact of feedback on team and individual performance.
- Crafting personal development plans based on feedback insights.
- Building a roadmap for ongoing feedback and performance dialogue.