

## Masting the Art of Feedback: Building Stronger Workplace Relationships Design Document

<b><i>Business Purpose</i></b>	The purpose of this training is to help professionals at all levels strengthen their communication and leadership skills through effective feedback. By mastering how to give and receive feedback, participants will enhance collaboration, build trust, and improve overall team performance. The course provides a structured approach using proven models such as the SBI (Situation–Behavior–Impact) model and a five-step feedback process.
<b><i>Target Audience</i></b>	This course is designed for professionals at all levels—individual contributors, managers, and executives—who want to develop stronger workplace relationships and communication skills through effective feedback.
<b><i>Training Time</i></b>	Approximate seat time: 60 minutes
<b><i>Training Recommendation</i></b>	It is recommended that this course be used as part of a larger leadership development or communication skills curriculum. Learners should take this course prior to or alongside coaching and performance management modules. This course is best delivered asynchronously in Articulate Rise 360 to support flexible, self-paced learning.
<b><i>Deliverables</i></b>	<ol style="list-style-type: none"><li>1 storyboard outlining the course, with script</li><li>1 e-learning course developed in Articulate 360 Rise (includes voiceover narration)</li><li>6 modules including introduction, content lessons, interactive knowledge checks, reflection activities, and a final quiz</li><li>Multimedia assets: instructional videos, and images</li></ol>
<b><i>Learning Objectives</i></b>	After completing this course, learners will be able to: <ul style="list-style-type: none"><li>Explain why feedback is essential for professional growth and team success</li><li>Identify common myths about feedback and understand the truth behind them</li><li>Apply the SBI model (Situation–Behavior–Impact) to structure feedback</li><li>Balance positive and constructive feedback effectively</li><li>Use techniques to handle difficult feedback conversations</li></ul>

	<ul style="list-style-type: none"> <li>• Distinguish between effective and ineffective feedback</li> <li>• Reflect on and improve their personal feedback practices</li> </ul>
<i>Training Outline</i>	<p><b>Module 1: Welcome and Introduction</b></p> <p><b>Purpose:</b> Introduce the importance of feedback and set expectations for the course.</p> <p><b>Content Includes:</b></p> <ol style="list-style-type: none"> <li>Overview of course purpose and learning objectives</li> <li>Definition of feedback and its role in performance and growth</li> <li>Video: <i>Why Feedback Matters</i></li> <li>Flipcard activity: <i>Myths vs. Truths</i> about feedback</li> </ol> <p><b>Module 2: The SBI Model</b></p> <p><b>Purpose:</b> Teach the structured <i>Situation–Behavior–Impact</i> model for clear, objective feedback.</p> <p><b>Content Includes:</b></p> <ol style="list-style-type: none"> <li>Explanation of the SBI Model and its three components</li> <li>Interactive Tabs: Learners explore each step with examples</li> <li>Scenario: <i>Applying the SBI Model in a Real Feedback Conversation</i></li> <li>Knowledge Check: Identify the correct part of the SBI model</li> <li>Accordion activity: Best practices for using SBI</li> </ol> <p><b>Module 3: The Five Steps of Feedback</b></p> <p><b>Purpose:</b> Introduce a repeatable process for structuring feedback conversations.</p> <p><b>Content Includes:</b></p> <ol style="list-style-type: none"> <li>Overview of the five-step feedback process:</li> <li>Video: <i>The Five Steps of Feedback</i></li> <li>Interactive Process Diagram: Learners click through each step</li> <li>Knowledge Check: Arrange the five steps in correct order</li> </ol>

- e. Reflection Question: Which step of the process do you do well, and which could you improve?

### **Module 4: Having Difficult Feedback Conversations**

**Purpose:** Build confidence in handling sensitive or emotionally charged feedback situations.

**Content Includes:**

- a. Video or Audio: *Why Difficult Conversations Matter*
- b. Accordion activity: Tips for managing challenging discussions
- c. Scenario: *Addressing Missed Deadlines* — Choose the best feedback approach
- d. Feedback and rationale for each scenario choice

### **Module 5: Practice and Reflection**

**Purpose:** Reinforce learning through self-reflection and applied practice.

**Content Includes:**

- a. Video: *Practice and Reflection*
- b. Reflection Activity
- c. Knowledge Check: *Select all that apply*—Effective reflection techniques
- d. Summary Text: *Practice builds confidence; reflection sustains growth.*

### **Module 6: Course Summary and Quiz**

**Purpose:** Reinforce key takeaways and assess understanding.

**Content Includes:**

- a. Summary of main points:
  - a. Feedback builds trust and supports growth
  - b. The SBI Model keeps feedback objective
  - c. The five-step process ensures structure and fairness
  - d. Reflection and practice drive improvement
- b. Final Quiz (5 questions)

<i>Assessment Plan</i>	<ul style="list-style-type: none"><li>• 5 graded questions</li><li>• Learner must score 75% or higher to pass</li><li>• Various question types</li><li>• 2 attempts given</li></ul>
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