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GIVING FEEDBACK AND CONFLICT MANAGEMENT

Start Date:	14/03/2027	**End Date:**	18/03/2027
Categories:	Wellbeing & Personal Dev	**Venues:**	Manama
Formats:	In Person	**Instructors:**	

OVERVIEW

Delivering feedback and managing conflict are two of the most emotionally charged and high-stakes communication skills in the workplace. Giving Feedback and Conflict Management equips professionals with research-backed strategies to approach these interactions with clarity, empathy, and confidence. Grounded in neuroscience, communication theory, and emotional regulation techniques, this course empowers participants to foster psychological safety, turn tension into progress, and create feedback-rich environments that strengthen performance and trust.

OBJECTIVES

Understand the neuroscience behind feedback and emotional defensiveness – Deliver constructive and positive feedback using structured frameworks – Apply de-escalation techniques during conflict to restore psychological safety – Identify conflict triggers and manage emotional reactivity (self and others) – Use empathy and active listening to navigate high-stress conversations – Differentiate between task-based and relationship-based conflict – Build a feedback culture rooted in accountability, growth, and trust – Design team strategies for continuous, open communication

COURSE OUTLINE

Foundations of Effective Feedback The Neuroscience of Conflict and Emotional Triggers Frameworks for Constructive Dialogue (SBI, Radical Candor, Nonviolent Communication) Conflict Styles and Psychological Safety De-escalation Techniques and Emotional Regulation Navigating Difficult Conversations and Managing Resistance Creating Feedback Cultures and Conflict-Resilient Teams Designing Personalized Feedback and Conflict Toolkits

TARGET AUDIENCE

This course is designed for All Supervisory Levels, middle management teams, including team leaders, department supervisors, project managers, and people managers responsible for team development, performance management, and maintaining collaborative, productive work environments.

METHODOLOGY

The course is rooted in experiential learning through interactive role plays, conflict simulations,

group feedback design labs, and guided self-assessments. Participants will practice real-world conversations using techniques like the SBI model (Situation–Behavior–Impact), Radical Candor, and Emotional Labeling. Group debates, case studies, and gamified “feedback obstacle courses” help embed concepts in memory. Emotional regulation and de-escalation are explored through breathing techniques, mirroring drills, and scenario reversals. Participants co-develop team charters for conflict resilience and feedback norms, ensuring learning translates into cultural practice.

CONCLUSION

Participants will leave with practical skills, a tested toolkit, and the emotional confidence to navigate feedback and conflict with clarity, care, and leadership maturity—turning challenges into catalysts for trust and team growth.

DAILY AGENDA

Day 1: Foundations of Feedback & Emotional Safety

Explore how the brain processes feedback, and learn how to give clear, safe, and meaningful input using proven communication frameworks.

Day 2: Understanding and Managing Conflict Triggers

Uncover the roots of workplace conflict, decode personal and interpersonal triggers, and learn to regulate emotions for de-escalation and clarity.

Day 3: Difficult Conversations & Relationship Repair

Practice navigating tense situations through role plays, managing defensiveness, and delivering truth with empathy to rebuild broken trust.

Day 4: Building a Feedback Culture & Conflict-Ready Teams

Learn how to embed feedback loops, shared norms, and team resilience practices to create open, high-trust environments ready to handle challenge.

Day 5: Sustaining Feedback Culture & Conflict-Resilient Teams

Design lasting systems and team rituals that embed feedback into daily operations, strengthen conflict resilience, and promote continuous psychological safety and open communication.

For more information, please contact us:
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