

## Virtual Training Module: Confident & Constructive Feedback for New Managers

**\*\*Total Duration:\*\*** 90 Minutes

**\*\*Format:\*\*** Virtual (Zoom, Teams, etc.)

**\*\*Audience:\*\*** First-time managers, hesitant or inexperienced in giving constructive criticism

**\*\*Facilitator Role:\*\*** Empathetic Educator and Encouraging Coach

### Module Breakdown

#### (0–10 mins) Welcome & Setting the Stage: It's Okay to Be Nervous!

- • Facilitator Introduction & Warm-Up (3 mins)
- • Friendly welcome
- • Icebreaker: Each participant shares their name, team, and one word that describes how they feel about giving feedback
- • Why We're Here & Learning Objectives (7 mins)
- • Acknowledge anxiety and normalize discomfort
- • Shift mindset: feedback is a gift, not a punishment
- • Objectives: Understand importance of timely, specific feedback; Learn the SBI Model; Gain tools to prepare and deliver feedback effectively; Practice in a safe environment

#### (10–30 mins) Understanding Feedback: Purpose, Myths & Mindset

- • Why Feedback Matters (5 mins)
- • Impact on team growth, trust, and performance
- • Cost of avoiding feedback
- • Common Misconceptions (5 mins)
- • "If I say something, I'll hurt their feelings"
- • "It's better to wait until review time"
- • Shifting the Mindset (10 mins)
- • Feedback as ongoing communication
- • Empathy + clarity = better relationships
- • Introducing a feedback mantra: "Timely. Kind. Clear."

#### (30–60 mins) The SBI Model: Your Framework for Constructive Feedback

- • Overview of the SBI Model (10 mins)
- • Situation: When and where it happened
- • Behavior: What the person said or did
- • Impact: The effect it had
- • Live Demo (5 mins)

- • Facilitator models a strong vs. weak feedback example using SBI
- • Small Group Practice (15 mins)
- • Breakout Rooms of 3 – practice giving feedback using SBI
- • Debrief (5 mins) – Group shares takeaway or challenge

#### (60–80 mins) Real-World Scenarios & Roleplay

- • Scenario Roleplay 1: Missed Deadlines
- • A team member repeatedly turns in work late
- • Participants practice: Writing and delivering SBI-based feedback
- • Scenario Roleplay 2: Dominating Team Discussions
- • One employee consistently interrupts and talks over others
- • Practice giving feedback that fosters inclusion
- • Facilitator Feedback & Group Discussion (10 mins) – Highlight strong techniques, reinforce positive intent

#### (80–90 mins) Wrap-Up & Takeaway Toolkit

- • Confidence Builder: Your Feedback Checklist (5 mins)
- • Prepare → Clarify → Use SBI → Follow-up
- • Include downloadable checklist or handout
- • Q&A & Final Encouragement (5 mins)
- • Address lingering concerns, encourage one SBI feedback action this week, share resources

#### Bonus: Scenario Summary Cards for Practice

Scenario	Description	Feedback Focus
<b>Missed Deadlines</b>	A team member consistently submits work late	Address impact on team delivery and trust
<b>Dominating Team Meetings</b>	One employee regularly interrupts others	Promote awareness of behavior and inclusion