

Instructional Design Document

Training Title: The Art of Giving and Receiving Feedback

Business Goal and Problem	Goal: To create a workplace culture where feedback is given and received effectively, leading to improved communication, employee engagement, and overall performance. By implementing this training, the company aims to increase productivity, reduce misunderstandings, and foster a growth-oriented mindset across teams. Problem: Many employees and managers struggle with providing clear, actionable feedback, leading to miscommunication, low morale, and stagnant performance. Employees may feel demotivated, defensive, or disengaged due to poorly delivered feedback, while managers may avoid giving constructive criticism altogether. Additionally, a lack of proper feedback mechanisms can result in high employee turnover, performance issues, and missed opportunities for professional development.
Target Audience	Primary Audience: Managers & Leaders, HR Professionals, and Employees in Collaborative Roles Secondary Audience: Project Managers, Emerging Leaders
Learning Objectives	Terminal LOs: • Apply structured feedback models to improve communication. • Develop active listening and emotional intelligence skills when receiving feedback. • Handle difficult feedback conversations with confidence and professionalism. • Foster a feedback-rich culture in teams and organizations. Enabling LOs: • Understand the importance of feedback in professional and personal growth. • Differentiate between constructive, positive, and destructive feedback.
Training Recommendation	Delivery Method: Blended Learning is recommended to balance flexibility, engagement, and skill-building. This approach combines self-paced e-learning with live virtual or in-person sessions to reinforce application and discussion. 1. Self-Paced E-Learning Modules (SCORM-compliant)

- Core content delivery (theory, models, examples)
- Interactive scenarios, short videos, quizzes

2. Live Virtual Workshops or In-Person Sessions

- Skill practice through role-plays and guided discussions
- Real-time feedback from peers or facilitators
- Group reflection and Q&A

3. Job-Embedded Practice

- Learners apply feedback strategies in real conversations
- Use a reflection journal or feedback log to track outcomes

4. Coaching or Peer Feedback Groups (Optional)

- Regular check-ins with a coach or peer partner
- Guided debriefing of real feedback experiences

5. Microlearning Follow-ups

- Short refreshers via email, mobile app, or LMS push
- Tip sheets, feedback scripts, or video examples

Approach:

1. Experiential Learning

- Learners engage in feedback conversations through role-playing, simulations, and real-life practice.
- Reflection activities help deepen self-awareness and reinforce learning.

2. Scenario-Based Learning

- Realistic workplace situations illustrate good and bad feedback techniques.

	· Learners make choices and see the consequences, enhancing critical thinking. 3. Social Learning · Leverages discussion forums, peer feedback, and group exercises. · Encourages reflection on different feedback styles and communication preferences. 4. Behavioral Modeling · Demonstrates effective feedback in action through videos or interactive case studies. · Encourages learners to model successful techniques. 5. Action Planning · Learners create a personal or team-based feedback strategy. · Encourages transfer of skills from training to workplace.
Training Time	Total Estimated Training Time: ~6 to 8 hours · E-learning modules: 3–3.5 hours · Live workshops (2x): 2–3 hours · Practice, journaling, and assignments: 1.5–2 hours
Deliverables	Design Phase Deliverables • Project Plan & Timeline • Audience & Needs Analysis • Learning Objectives & Outcomes • Course Outline/Curriculum map • Instructional Design Document Development Phase Deliverables • Storyboard • Multi-media Assets • Interactive Content and Activities

	• E-Learning Modules • Facilitator Guides • Participant Materials Implementation and Evaluation Deliverables • LMS Package Integration • Feedback Tools • Handoff Package
Assessment Plan	Level 2 Assessment: • Knowledge Check Quizzes in each module • Scenario Based Assessments • Short Answer Reflections Level 3 Assessment: • Feedback Action Plan (deliverable for participants) • Behavior Change Survey (sent 2-4 weeks after training) • Manager/Peer Observation Checklist