

PREPARED FOR

Manas – Center for Mental Wellness & Counselling

Giving and Receiving Feedback Without Fear

Build a High-Performance Feedback Culture

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Manas – Center for Mental Wellness & Counselling

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Programme Overview

This programme addresses the pervasive issue of feedback anxiety, identified as the primary obstacle to cultivating a high-performance culture. We equip participants with the understanding and practical tools to transform feedback from a source of apprehension into a catalyst for growth and development.

Learning Objectives

- ✓ Understand the psychological underpinnings of feedback anxiety and why it triggers a natural threat response in individuals, enabling you to manage your reactions more effectively.
- ✓ Master the SBI (Situation-Behaviour-Impact) model for delivering clear, objective, and actionable feedback, ensuring your feedback is constructive and well-received.
- ✓ Develop strategies for receiving feedback constructively, minimizing defensiveness, and using it as a valuable opportunity for personal and professional advancement.
- ✓ Learn to establish and maintain regular feedback rituals within teams and the organization, fostering a continuous cycle of improvement and open communication.
- ✓ Explore the critical link between effective feedback practices and the creation of psychological safety, where team members feel secure to express themselves and take risks.
- ✓ Apply learned principles to create a positive feedback environment that boosts employee engagement, collaboration, and overall organizational effectiveness.

WHO SHOULD ATTEND

This programme is designed for all employees and managers seeking to improve communication, foster growth, and enhance performance through effective feedback practices.

Programme Content

1. The Psychology of Feedback: Understanding the Threat Response

Feedback, while essential for growth, can often trigger our innate threat response due to its perceived judgment. This section delves into the neuroscience and psychology behind why receiving feedback can feel like a personal attack, leading to anxiety and avoidance.

Understanding these automatic reactions is the first step toward managing them effectively. We will explore how early experiences and self-perception contribute to this sensitivity, providing a foundation for building resilience. By recognizing these patterns, you can begin to approach feedback with a more open and receptive mindset, transforming apprehension into opportunity.

 **Activity: Group discussion: Share (anonymously if preferred) one instance where feedback felt difficult to receive and what emotions surfaced.**

2. The SBI Feedback Model: Delivering Clear and Constructive Feedback

The SBI (Situation–Behaviour–Impact) model offers a structured and objective framework for delivering feedback that is both clear and actionable. This approach focuses on specific observable behaviours in a defined situation and their concrete impact, removing subjective interpretation and personal criticism. By adhering to this model, you can ensure your feedback is understood, accepted, and acted upon, fostering positive change rather than defensiveness. Mastering SBI is crucial for managers and peers alike, enabling productive conversations that drive performance and development. We will practice applying this model through various scenarios to build confidence in its use.

 **Activity: Role-playing exercise: Participants practice giving feedback using the SBI model in pairs.**

3. Receiving Feedback Without Defensiveness

Learning to receive feedback gracefully is as vital as giving it effectively. This section focuses on practical strategies to manage the natural urge to become defensive when feedback is offered. We will explore techniques such as active listening, mindful pausing, and reframing feedback as a gift for growth, rather than a critique of your worth. Developing this skill allows you to extract maximum value from feedback, even when it's challenging, and strengthens your professional relationships. By cultivating an open and curious attitude, you can transform potentially uncomfortable interactions into powerful learning experiences.

 **Activity: Individual reflection: Write down three strategies you will use to manage defensiveness when receiving feedback.**

4. Creating Regular Feedback Rituals

A culture of feedback thrives on consistency and intentionality, not just occasional formal reviews. This section guides you on establishing regular, informal feedback practices that become a natural part of daily work. We will discuss creating 'feedback rituals'—scheduled check-ins, project debriefs, and peer-to-peer acknowledgements—that promote ongoing dialogue and continuous improvement. Implementing these rituals helps normalize feedback, making it less daunting and more integrated into team dynamics. This proactive approach ensures that feedback becomes a consistent driver of performance and development across the organization.

 **Activity: Team brainstorming: Design a simple, weekly feedback ritual for your team.**

5. Feedback and Psychological Safety

Feedback and psychological safety are deeply intertwined; a safe environment encourages honest feedback, and constructive feedback builds safety. This section explores how a culture that embraces open, respectful feedback naturally fosters higher levels of psychological safety. When individuals feel secure to voice opinions, admit mistakes, and offer suggestions without fear of retribution, innovation and collaboration flourish. We will discuss how to create this reciprocal relationship, ensuring that feedback mechanisms contribute to, rather than detract from, a supportive workplace atmosphere. Building this foundation is key to unlocking team potential.

 **Activity: Group discussion: How can we ensure feedback discussions contribute to, rather than detract from, psychological safety in our teams?**

6. Integrating Feedback for Continuous Growth

This final section focuses on synthesizing the principles learned into a cohesive strategy for sustained individual and organizational development. We will explore how to integrate feedback into performance management, career planning, and skill development initiatives. The aim is to move beyond isolated feedback instances towards a holistic system that supports lifelong learning and adaptability. By embedding feedback into the organizational DNA, we cultivate a resilient workforce capable of navigating future challenges and seizing opportunities. Participants will leave with a clear understanding of how to champion and sustain a vibrant feedback culture.

 **Activity: Action planning: Participants outline personal steps to apply feedback principles in their immediate work context.**



Action Plan

Concrete steps for implementation.

Action	Owner	Timeline	Notes
Communicate the importance of feedback culture to all employees.	HR/Manager	Week 1	Send a company-wide memo or hold an all-hands meeting to introduce the initiative and its benefits.
Integrate SBI model training into onboarding for new hires.	HR	Month 1	Develop a module on constructive feedback delivery using the SBI model for all new employees.
Managers to schedule regular (bi-weekly) 1:1s focused on feedback and development.	Manager	Week 2	Ensure managers are trained on facilitating these feedback-rich discussions effectively.
Launch a pilot 'Feedback Ritual' in a few selected teams.	HR	Month 1	Provide guidance and support to pilot teams in establishing their chosen feedback rituals.
Share success stories and best practices from pilot teams company-wide.	HR/Manager	Month 2	Create internal communications highlighting positive outcomes and practical implementation tips.
Review and refine feedback mechanisms based on pilot feedback and broader adoption.	Leadership	Quarter 1	Form a cross-functional committee to assess the effectiveness of feedback initiatives and plan for scaling.

About Manas



Dr. Priya Dubey Sharma

Founder & Consulting Psychologist | Applied, Organizational & Behavioural Psychologist | PhD | 18+ Years

Dr. Priya Dubey Sharma brings 18+ years of applied psychology to corporate wellness. She has worked with SBI, educational institutions, and corporate teams across India. Her evidence-based approach combines CBT, mindfulness, and culturally contextualised psychology for measurable outcomes. She is the creator of the Performance FOMO Index™ and the High-Functioning Distress Framework™.

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A MSME-registered organisation dedicated to evidence-based mental wellness.

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Disclaimer: This document has been prepared by Dr. Priya Dubey Sharma – Founder & Consulting Psychologist (Applied, Organizational & Behavioural Psychologist, PhD, 18+ years), Manas – Center for Mental Wellness & Counselling (UDYAM-MP-10-0120839). Content is for programme overview and educational purposes only. Nothing herein constitutes legal advice regarding POSH Act compliance – organisations should consult qualified legal counsel for specific legal guidance. For clinical or psychological support, please reach out to the Manas Team for personalised guidance, or consult a qualified Psychiatrist or licensed mental health professional. © 2026 Manas – Center for Mental Wellness & Counselling. All rights reserved. Confidential – prepared specifically for the named organisation. For queries: manu@manas365.com | +91 99818 13224