

KOENIG SOLUTIONS • COURSE OUTLINE

Manager Skills: Feedback & Emotional Intelligence

Learn to strengthen emotional intelligence, build trust through communication, and give, receive and act on feedback with resilience.

16 Hours

DURATION

5

MODULES

22

TOPICS

COURSE OVERVIEW

The course focuses on strengthening communication strategies, improving one's ability to receive and act upon feedback, and handling constructive criticism with resilience and professionalism. Through interactive sessions, role plays, real-world case studies, and self-assessment exercises, participants will enhance their capacity to build trust, adapt their communication styles, and transform feedback into growth opportunities.

WHO THIS COURSE IS FOR

This training is designed for professionals in managerial or supervisory roles who aim to enhance their interpersonal effectiveness, foster team trust, and build a strong feedback culture

LEARNING OBJECTIVES

- Explain the link between emotional intelligence and effective leadership
- Apply self-awareness and self-regulation in managerial situations
- Adapt communication styles to build trust with teams and peers
- Interpret verbal and non-verbal communication cues
- Apply active listening and empathetic responses
- Identify common managerial pitfalls in giving feedback
- Respond to constructive criticism without defensiveness
- Develop an action plan from received feedback

TRAINING APPROACH

Participant Involvement: We will introduce regular opportunities for participant involvement, including discussions, feedback sessions, and reflection exercises, to ensure that the training remains interactive and relevant to their needs.

5 Modules, 22 Topics

01

Foundations of Soft Skills for Managers

TOPICS

- Understanding Soft Skills in the Managerial Role
- The Link Between Emotional Intelligence and Effective Leadership
- Self-awareness and Self-regulation

02

Relationship-Building through Communication

TOPICS

Essentials of Professional Communication · Building Trust with Teams and Peers · Verbal and Non-Verbal Communication Cues · Active Listening and Empathetic Responses · Communication Styles and Adapting to Others

03

Giving and Receiving Feedback Positively

TOPICS

- Importance of Feedback in Professional Growth
- Common Managerial Pitfalls in Giving Feedback
- How to Receive Feedback Without Defensiveness
- Turning Feedback into Development Action
- Encouraging a Feedback-Rich Culture

04

Handling Constructive Criticism Gracefully

TOPICS

- What Is Constructive Criticism?
- Understanding the Intention Behind Criticism
- Managing Emotional Triggers and Internal Reactions
- Techniques to Respond Positively and Professionally
- Building Resilience Through Reframing

05

Strengthening Self-Ability to Process and Act on Feedback

TOPICS

- Reflective Thinking and Self-Assessment Tools
- Creating an Action Plan from Received Feedback
- Identifying Learning Areas and Skill Gaps
- Growth Mindset vs. Fixed Mindset in Action

WHAT IS INCLUDED

Everything You Need to Succeed

- Koenig course material for every module
- Delivery by certified instructors and subject matter experts
- Hands-on exercises throughout the course
- Course completion certificate from Koenig

ABOUT KOENIG

Who We Are

Established in 1993, Koenig Solutions is a globally recognised training provider with 35+ technology partnerships, 5,000+ training programmes and a network of certified instructors and subject matter experts, supporting individuals and enterprise teams worldwide.

FLEXIBLE DELIVERY

Learn the Way That Suits You

Classroom Training

Live Online Classes (ILO)

Fly-Me-A-Trainer (FMAT)

Flexi (Self-Paced)

1-on-1 Training

Ready to Get Started?

Talk to a learning advisor about schedules, group training and customised delivery.

Visit koenig-solutions.com

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