

the **better self** | project **presents:**

“FEEDBACK:
AWKWARD TO AWESOME”

Interactive Workshop

SKILL *UP!* STAND *OUT.*



PEOPLE & COMMUNICATION

Feedback: From Awkward to Awesome

Transform uncomfortable moments into powerful conversations!

In this interactive workshop, you'll learn practical techniques to give and receive feedback with confidence and impact. Whether you're a manager, peer, or team member, discover how to make feedback conversations feel less awkward and more authentic. Walk away with tools to deliver constructive messages, receive feedback gracefully, and build stronger professional relationships.

Typical Challenges

Both human and organizational factors make feedback difficult to master. People struggle with fear of confrontation, unclear communication, and defensive reactions when giving or receiving feedback. These personal challenges are often made worse by organizational issues like lack of psychological safety, insufficient time, and the absence of a proper feedback culture, leading to missed opportunities for growth and improvement.

1

MASTER
THE
MESSAGE

2

INFLUENCE
BEHAVIOURS

3

RECEIVE
WITH
GRACE



WHO IS THIS FOR?

Groups (4-8 people) consisting of:

- Administrative staff
- Consultants
- Customer Success Managers
- HR Professionals
- Individual Contributors
- Project Leaders
- Team Leaders & Managers
- Team members
- Technical support teams

DELIVERABLES

- Step-by-step guide for structuring feedback
- Pre-conversation planning tool
- Progress tracking framework

TIMELINE

6 Hours (split in 2 sessions)

COST

€1599 / per group



MODULES

Break the Ice with Feedback

Transform feedback from a dreaded conversation into a welcome opportunity for growth by understanding its true purpose and value in professional development.

Master the Message

Learn how to structure feedback that is clear, specific, and actionable, ensuring your message is both understood and useful for the receiver.

Build Emotional Intelligence

Develop awareness of both your own and others' emotional responses to feedback, enabling more empathetic and effective conversations.

Create Psychological Safety

Establish an environment where honest feedback can flourish by building trust and creating safe spaces for open dialogue.

Handle Difficult Conversations

Gain confidence in addressing challenging situations through practical techniques and frameworks for navigating tough feedback discussions.

Receive with Grace

Discover how to accept and process feedback constructively, turning even critical feedback into valuable insights for personal growth.

Foster a Feedback Culture

Learn strategies to promote regular, informal feedback exchanges that contribute to continuous improvement and stronger team relationships.

LEARN HOW TO INFLUENCE BEHAVIOURS

EASY TO INFLUENCE

HARD TO INFLUENCE

Job Skills

Time & Work Management

Knowledge

Habits

Attitudes

Personality Traits

YOUR COACH

"I'm Enrique, a software professional with almost 30 years of industry insights and I'm here to help"



Having worked for almost 30 years with software in different fields and domains I have a unique perspective on the challenges of building better software faster while fostering great team work.

While often perceived as technical, *most challenges we face are actually people problems*. **Communication issues, misaligned goals, and organizational conflicts** frequently outweigh purely technical obstacles. However, some issues are purely technical, where specific expertise can directly solve the problem. Recognizing the difference is key to effective problem-solving in the industry.

TESTIMONIALS

SARAH CAMITINI

Head of US Customer Service @abcam
Host of Epochal Growth & Leading Expert
in Customer Experience Optimization



"The kickstart I needed"

"Enrique was an unexpected gift at DNSimple. He was validating and constructive, honest and respectful. He really was the kickstart I needed to own my value and he would be an asset to anyone looking to make the most out of their career."

ALAN GARDNER

Product Engineer at Narrativium

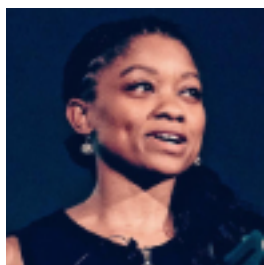


"Guides me toward solutions I couldn't see before"

"Enrique has an extraordinary talent for transformative coaching. He listens attentively and guides me toward solutions I couldn't see before, often reframing the core problem along the way. Our shared principles helped us build trust quickly, making our coaching sessions both productive and enjoyable."

NADIA ODUNAYO

Founder & CEO at The StoryGraph



"Inspired me to always learn more!"

"Enrique was an absolutely brilliant coach. He's incredibly knowledgeable, patient, attentive, and engaging. On top of that, he really cares about his people, which makes all the difference. His number one goal is to help you unlock your potential and he inspired me to always want to learn more and be better. I grew so much under Enrique's instruction."