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COURSE BROCHURE

Feedback Seeking and Defensive Reaction Handling Training Course

19 – 23 September 2027
Amman

Feedback Seeking and Defensive Reaction Handling Training Course

Ref: 2420_91186 **Date:** 19 – 23 September 2027 **Location:** Amman **Fees:** 3300 GBP

Feedback Seeking and Defensive Reaction Handling is a 1-week training course for team leaders and supervisors who must ask for candid input, hear it calmly and respond to the reactions their own observations provoke, and it builds a Personal Feedback Exchange Charter. Flatter hierarchies and hybrid shifts mean fewer chances to read reactions face to face, so the quality of each exchange now carries more weight. Jupiter Prime Training offers this course on Feedback Seeking and Defensive Reaction Handling.

Why Feedback Seeking and Defensive Reaction Handling Matters Now

Three forces shape the subject today. Distributed teams leave supervisors with shorter, often written, exchanges where tone is easily misread. Psychological safety research has shown that teams speak up only when leaders visibly invite challenge and absorb it without retaliation. Handled well, it surfaces errors early and keeps skilled people; handled badly, it breeds silence and repeated mistakes. The course rests on the Situation-Behaviour-Impact SBI model, the Johari Window and the ladder of inference.

Who Gains Most from Feedback Seeking and Defensive Reaction Handling

- Those responsible for daily task quality on a line, ward or desk
- Those who allocate shifts and must explain changes that disappoint colleagues
- Those who hold one-to-one check-ins and set short-term performance expectations
- Those who receive escalations from customers and pass the message to the person involved
- Those leading former peers who need honest upward signals about their own style

A group of supervisors from one department gains most when several attend together, as they can agree a shared language across shifts.

Feedback Seeking and Defensive Reaction Handling Capabilities

Participants turn vague impressions into specific observations and stay steady when a colleague bristles.

- Design specific behavioural observations using the SBI model — performance conversations with direct reports
- Assess the timing and channel of a message — when to speak, write or wait
- Build regular feedback requests into routines — upward signals for the supervisor's own growth
- Apply de-escalation responses to defensive reactions — keeping a tense exchange productive
- Weigh received comments and decide which to act on — preserving confidence while improving
- Communicate follow-up actions visibly — trust between the supervisor and the team

Key Feedback Seeking and Defensive Reaction Handling Terms

- SBI model — a structure that names the situation, the observed behaviour and its impact.
- Defensive reaction — a self-protective response such as denial, counter-attack or withdrawal that blocks a message from being heard.
- Feedback seeking — deliberately asking others for specific input on one's own conduct or results.
- Johari Window — a model showing what is known or unknown to oneself and to others, used to locate blind spots.
- Ladder of inference — a model of how people move from observed facts to assumptions and conclusions, often without noticing the jump.
- Feed-forward — input framed as suggestions for future behaviour instead of critique of past events.

Feedback Seeking and Defensive Reaction Handling Day by Day

Day 1: The Psychology of Hearing Input

- Threat Response in the Brain — Why Criticism Feels Personal
- Johari Window Mapping — Locating a Supervisor's Blind Spots
- Ladder of Inference — Separating Observation From Assumption
- Psychological Safety Signals — Whether Teams Speak Up or Stay Silent
- Personal Reaction Triggers Inventory — Spotting One's Own Defensive Patterns

Day 2: Structuring Specific Behavioural Messages

- SBI Model Drafting — Turning Impressions Into Observable Facts
- Reinforcing Versus Redirecting Messages — Balancing Recognition and Correction
- Timing and Channel Selection — Spoken, Written or Delayed Delivery
- Tone and Word Choice Calibration — Reducing Perceived Blame
- Feed-Forward Framing — Shifting Focus to Next Actions

Day 3: Responding to Defensive Reactions

- Reaction Type Recognition — Denial, Counter-Attack, Withdrawal or Tears
- Pause and Paraphrase Technique — Lowering Heat Before Problem-Solving
- Curious Questioning Scripts — Inviting the Other Person's View
- Reframing Blame Into Shared Goals — Moving From Fault to Fix
- Knowing When to Pause a Conversation — Rescheduling Without Losing the Point

Day 4: Asking For and Acting on Input

- Specific Request Phrasing — Getting Usable Comments From Peers and Staff
- Upward Input Channels — Pulse Questions, Skip-Levels and Retrospectives
- Receiving Without Rebuttal — Thanking, Clarifying and Holding Judgement
- Sorting Signal From Noise — Deciding Which Comments to Act On
- Closing the Loop Visibly — Showing the Team What Changed

Day 5: Practising the Personal Feedback Exchange Charter

- Recorded Role-Play Using SBI — Applying Day Two Message Structure
- Escalating Reaction Simulation — Applying Day Three De-Escalation Responses
- Peer Request Rehearsal — Applying Day Four Request Phrasing
- Observer Debrief Against Trigger Inventory — Refining Personal Habits
- Personal Feedback Exchange Charter — Commitments, Rhythms and Request Questions

Applying Feedback Seeking and Defensive Reaction Handling After the Course

- Run a monthly upward input round with three specific request questions and report back to the team on two changes made.
- Prepare the next two corrective conversations with the SBI model and log the reaction type met and the response used.

Feedback Seeking and Defensive Reaction Handling Questions FAQ

What is feedback seeking and defensive reaction handling, and why does it matter now?

It is the skill of asking for honest input and staying steady when messages provoke resistance. It matters now because hybrid and distributed teams give supervisors fewer cues, so each exchange must be clearer and safer to keep problems surfacing early.

Which roles gain most from feedback seeking and defensive reaction handling?

Team leaders and supervisors gain most. That includes shift leads in hospitals, plants or contact centres and anyone leading former peers.

How does a feedback seeking and defensive reaction handling course differ from a performance appraisal course?

It focuses on everyday exchanges rather than formal rating cycles. It covers message structure and reaction handling, while an appraisal course covers ratings and yearly documentation.

What do you bring back from feedback seeking and defensive reaction handling training?

You bring back a personal charter. It sets how often you will ask for input, which questions you will use and how you will respond when a colleague reacts defensively.

Feedback Seeking and Defensive Reaction Handling: The Way Forward

The Personal Feedback Exchange Charter first informs how a supervisor opens the next difficult conversation on the shift floor or in a clinic. The supervisor uses it, and direct reports see its effect. After its first use, the reaction triggers inventory is worth revisiting to see which defensive habits have eased.