

Feedback...by Design

Understand before you respond

Research-informed feedback skills for clearer, more constructive conversations.

People do not respond only to what is said. They respond to what they believe it means, shaped by context, previous experience and anticipated consequences.

When observations, assumptions and interpretations become confused, feedback can feel like a judgement. People defend, withdraw, agree without commitment—or leave without knowing what to do differently.

Feedback is not the transfer of truth.

Feedback begins with relevant information—but it is always offered from a perspective. What we observe may be accurate. The meaning we assign to it may be incomplete. Feedback...by Design helps people turn observations, consequences and interpretations into conversations that build shared understanding and support an appropriate next step.

Does this sound familiar?

- Feedback is delayed or avoided until problems escalate
- Conversations rely on labels such as “defensive,” “negative” or “unprofessional”
- People become defensive, silent or overly agreeable
- Managers repeatedly address behaviour without uncovering its cause
- Positive feedback is vague, while corrective feedback dominates
- People are unsure how to question or respond to feedback constructively

A different approach to feedback

Standard feedback training often starts with how to deliver a message.

We begin by asking:

- What actually happened?
- What was the result?
- What have I interpreted or assumed?
- What other explanations might exist?
- What response does the situation require?

An observation may be accurate without your first explanation being complete.

Participants learn to maintain clarity and accountability while making space for context, dialogue and shared understanding.

What participants learn

Through demonstrations, workplace scenarios, reflection and conversation practice, participants learn to:

- Separate observation from interpretation and judgement
- Recognise why feedback can feel threatening before it begins
- Turn vague labels into specific, usable information
- Give feedback using the practical PRIOR framework
- Receive feedback using Pause · Clarify · Choose
- Decide when feedback—or another response—is appropriate
- Effectively give both reinforcing and corrective feedback

Feedback is not a verdict. It is relevant information offered into a conversation.

Who is it for?

Suitable for:

- People leaders, supervisors and managers
- Project, functional and cross-disciplinary teams
- HR and people-and-culture professionals
- Client-facing teams
- Teams seeking a shared approach to feedback

Program details & Investment

Format: Live, facilitated workshop

Duration: 3 hours

Group size: Up to 20 participants

Investment: A\$3,250 + GST per session

Included

- Up to one-hour client-alignment briefing
- Light contextualisation of language, examples and scenarios
- Researcher-led facilitation
- Digital participant resources
- Practical conversation guides
- 30-minute online follow-up within two weeks

Travel and venue costs are additional where required. Extensive tailoring, client branding, train-the-trainer delivery and internal licensing are available by quotation. Additional sessions in substantially the same context are available from A\$2,750 + GST.

Research-informed. Practical by design.

Feedback...by Design draws on Bryter's research into prediction, interpretation, emotion and workplace experience. It forms part of an integrated development suite in which leadership, feedback, coaching, change and communication programs share consistent principles and language.

Understand the situation. Choose the right response. Develop the skill to apply it well.