



Overview/Description:

When an employee's behavior directly affects service or safety, leaders need to act immediately. This session equips leaders with practical tools to deliver feedback in the moment while teams are serving customers, assisting patients, or handling high-stakes interactions. Participants will learn how to build accountability without conflict and inspire immediate improvement. Highly relevant for leaders in fast-paced environments such as retail, healthcare, and manufacturing, this session shows how timely feedback can elevate team performance, engagement, and trust.

Workshop Objectives:

This training will help you:

- Recognize situations where immediate feedback is critical to performance, safety, or service
- Develop confidence in delivering on-the-spot feedback that is clear, constructive, and actionable
- Apply practical frameworks and techniques to provide feedback in real time
- Strengthen your ability to maintain respect, trust, and engagement while holding others accountable



TARGET AUDIENCE:

LEADERS, SUPERVISORS AND TEAM LEADS IN DYNAMIC ENVIRONMENTS



EXPECTED DURATION:

45-60 MINUTES

High-Impact Feedback: On the Spot, On the Floor

