

# Performance Conversations

- FOCUS:** Effective performance feedback conversations
- TARGET:** Managers, supervisors, team leaders
- INCLUDES:** Practical skills and frameworks for effective feedback

Talking to staff about their performance – positive or negative – is a critical management role and one which most find challenging. The practical workshop is designed to provide frameworks and build the skills you need to tackle this responsibility with confidence.

## CONTENT

- Frameworks for managing staff performance and development
- Characteristics of good feedback
- What gets in the road and how to deal with the barriers
- Building an authentic supervisor/staff member relationship
- Core skills and techniques
- Managing difficult conversations – giving corrective feedback
- The value of documentation
- Planning a feedback conversation

## LEARN FROM

- Highly skilled and experienced facilitators
- Extensive practical experience
- Expert knowledge of best practice frameworks for performance feedback

## OUR APPROACH

- Personalised attention
- Opportunities to practice skills
- Constructive feedback
- High quality resource material
- Aligned to Capabilities – Supports/Cultivates Productive Working Relationships

## OUR TRAINING TEAM

Ron Passfield, Angela Bryan, Jane Woodland, Ann Mills and Maria O'Leary all have a wealth of relevant experience together with outstanding facilitation and coaching skills. They are passionate about the importance of effective performance feedback and bring practical experience of the challenges and benefits of talking to staff about what they are doing well and how they can improve.

## PROGRAM DETAILS

- Location:** Brisbane
- Dates:** Wednesday 9<sup>th</sup> May 2012
- Format:** 1 day workshop (**follow up coaching is also available**)
- Fees:** \$440 incl. GST (workshop only)  
\$795 incl. GST (workshop and one follow-up coaching session)

Early Bird ends 2<sup>nd</sup> May.  
Register 3 participants for the price of 2.

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## FEEDBACK

*"It was all interesting. Presenters were passionate about the subject. I got plenty from it"*

*"Great resources. Great customisation and contextualisation in dealing with the specific issues we face"*

*"The material in the handouts was excellent and had so many good ideas – thank you"*

*"You provided some useful tools to use and really understood our process and the importance of 'the conversation'"*