

## Feedback Conversations Are Critical To The Health Of Organisations..... and yet conducting these types of interactions is one of the most challenging aspects of leadership.

Few leaders do it well and some do it hardly at all. In most organisations there is an urgent need for more feedback: feedback that recognises excellence, builds on potential, and addresses lack of performance. This one-day programme explores the full range of feedback conversations, including those with a positive, corrective and developmental focus.

## Why You Need This Programme

- Many leaders don't know how to give feedback. Without having learned the skill, they do it badly.
- Employees who don't get enough recognition become disengaged. They feel that their contribution is unappreciated.
- Absence of feedback causes problems. A leader who fears or avoids giving corrective feedback allows performance to suffer while generating divisiveness and resentment in the workforce.
- A successful performance management process requires leaders who are skilled in providing feedback.
- Leaders who model how to give and receive feedback create a safe environment for open communication.



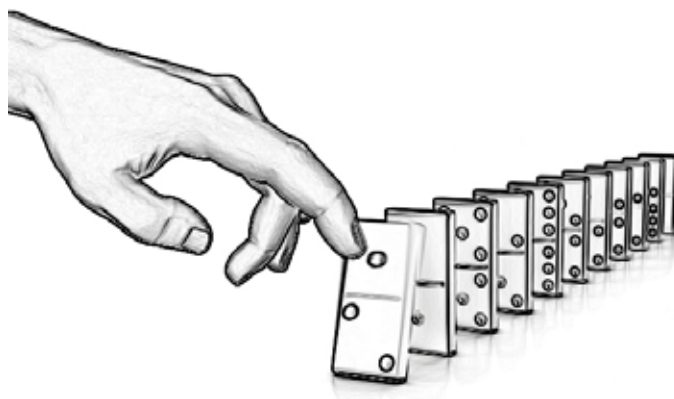
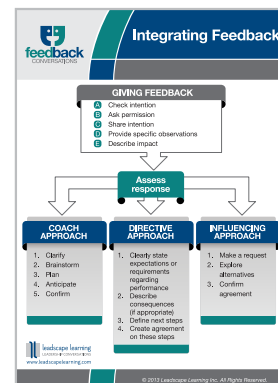
## Who Should Attend

This programme is designed specifically for organisational leaders interested in becoming more effective in providing positive, corrective, and developmental feedback.

The material is as suitable for senior leaders as it is for individuals assuming a leadership role for the first time.

## What Participants Learn

- A simple and powerful formula for positive feedback that ensures high impact.
- A key for unlocking receptivity to corrective feedback.
- A model for corrective and developmental feedback that minimises resistance and maximises understanding.
- How to use feedback to initiate a coaching conversation.
- What to do when coaching is not an option.
- How to handle defensive reactions.
- How to receive difficult feedback.



## How the Learning Will Be Applied

Beginning with pre-work and finishing with conversation planners, participants prepare and practice positive, corrective and developmental feedback conversations they will conduct when they return to the workplace.

Contact: