

Practical and effective feedback conversations

NEW

WHO SHOULD ATTEND

Do you dread having to give feedback on someone's performance or behaviours? Are you worried that your feedback might make the situation worse rather than better? Do you know how to give praise that is effective and leads to improved performance?

This course is for those required to give effective communication about performance at work:

- supervisors
- managers
- human resource personnel.

WHAT THE PROGRAM OFFERS

This program focuses on the dos and don'ts of effective feedback conversations. Participants gain practical skills for giving and receiving feedback effectively.

There are opportunities for skills practice, focusing on real feedback situations faced by participants. Participants also gain insight into the subtle and important communication skills necessary for effective feedback conversations.

LEARNING OUTCOMES

This program will enable participants to:

- recognise the characteristics of effective influence skills
- identify the characteristics of effective feedback
- acquire skills to give effective feedback
- use praise to improve performance
- give feedback that contributes to good performance.

PROGRAM FACILITATOR

Robyn Mercer BA MBA, has been consulting for over 12 years and combines her successful management career of in operational and strategic roles in dynamic multidisciplinary organisations with her human resources capability.

Robyn's areas of expertise include performance management and improvement programs, human resources policy and procedures, team skills for managers and staff, communication and interpersonal skills, and customer service. Robyn has worked with large and small teams and continues to provide clients with practical advice on improving individual and team performance.

BENEFITS FOR PARTICIPANTS

- Increased skills to deliver feedback in a way that contributes to improved performance and maintains an effective professional relationship
- Flexibility to adapt feedback to ensure motivation and performance are maintained
- Capacity to have effective feedback conversations with staff and colleagues at all levels.

BENEFITS FOR THE ORGANISATION

- Supervisors and managers with effective feedback skills directly contribute to improving performance and managing underperformance
- Effective feedback skills to praise performance increases confidence and esteem in both the supervisor and the staff member
- Confident and well performing staff build a strong workplace and deliver results.

RELATED COURSES

- [Managing for good performance](#)
- [Managing unsatisfactory performance](#)
- [Tough talk: managing challenging staff](#)



**Institute of
Public Administration
Australia NSW**

**CUSTOMISED TRAINING
DELIVERED IN YOUR
WORKPLACE!**

1 DAY COURSE

This course can be tailored to your organisational needs and delivered at a time and location convenient to you.

This cost-effective alternative to our public program can be designed to include case studies and integrate

policies, procedures and templates specific to your organisation.

For further information, or to obtain a quote to deliver this course in your workplace, contact:

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