

# GIVING AND RECEIVING FEEDBACK – The Secret to a Culture of Exceptional Performance



## Can you give and receive effective feedback?

### Presenter:

**VIOLET DHU**

*An experienced social worker, trainer and graduate of the Harvard Negotiation Institute with over 15 years' experience in developing peoples interpersonal and conversation skills*

### You will learn:

A simple model for understanding different types of feedback and when to use them  
How to prepare for a feedback conversation  
How to receive feedback without being defensive  
The importance of empathic listening  
Valid and invalid feedback and how to deal with it



### Identify

effective and ineffective feedback



### Develop

strategies to give and receive feedback



### Gain

a toolkit for feedback discussions

**Wednesday 18<sup>th</sup> April**  
**MADEC Community College 9am - 1pm**

**Register now @**

[www.trybooking.com/368875](http://www.trybooking.com/368875)

\*\*Cancellation of workshop may occur in the event of insufficient ticket sales

**\$150 Investment + GST**

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