



Corporate Communication *Experts*

Friday 20 July 2018

State Library of WA

9.30 am to 4.30 pm

\$345 + GST

# GIVING AND RECEIVING FEEDBACK

## The secret to a culture of exceptional performance



“50% of employees report that their managers avoid having candid discussions on performance.” Mercer



One of the most valuable communication skills a leader can have is the ability to deliver constructive and effective feedback. Coaching, feedback, performance reviews, disciplinary discussions and general evaluations are often the toughest of all conversations to have. Good leaders understand the importance of feedback on personal growth, professional development, improving employee engagement and creating exceptional workplaces. Unfortunately many leaders avoid giving feedback, or give feedback poorly. When we receive poor feedback, we reject it, take offense and we don't see it as a learning opportunity. In this one day workshop you will learn how to give great feedback that is proactive, timely, transparent and targeted.

## COURSE CONTENT

In this workshop you will learn:

- A simple model for giving feedback
- How to prepare for a feedback conversation
- What does effective feedback look like
- How to create an action plan for your feedback discussion
- The importance of empathic listening
- How to receive feedback without being defensive
- What you can do if you receive invalid feedback
- The importance of timing in feedback

Giving effective feedback and having a good understanding around giving and receiving feedback is crucial in creating high performance teams. Effective feedback is key to leadership, management and high employee engagement within your team.

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## About the Facilitator



Violet Dhu has over 20 years experience working with organisations and teams to develop effective and confident communication skills. Her degree in Social Work and her work in disability, mental health, aged care, Employment Assistance Programs makes her an expert in those difficult and pointy ended conversations. As an experienced trainer, speaker, coach and graduate of the Harvard University Negotiation Institute she has the ability to engage people and put them at ease so they can learn to increase their self-awareness their communication with others. Violet works with organisations and leaders to enhance their ability to communicate confidently and deal with those difficult workplace situations. Most people avoid these difficult conversations to the detriment of the employees and the organisation. Violet's key message is to be honest and respectful in your communication and people will trust you, listen to you and work effectively with you.

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**“** *We all need people who will give us feedback. That's how we improve.* ”  
Bill Gates

**Date:** Friday 20 July 2018

**Venue:** Pilbara Room  
State Library of WA  
25 Francis Street, Perth 6000

**Time:** 9.30 am - 4.30 pm

**Investment:** \$345 + GST

**What's included:** M/A tea, newsletter, comprehensive course notes

**For more info:** 0408 930 993

## REGISTRATION

**Name of Participant** \_\_\_\_\_

**Phone Number** \_\_\_\_\_ **Email** \_\_\_\_\_

**Address** \_\_\_\_\_



Return to: [info@peterdhu.com.au](mailto:info@peterdhu.com.au), or  
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Phone 0408930903

*On receipt of your registration, a tax invoice for payment before the workshop will be sent to you. Payment can be made via cheque, money order, EFT bank transfer or via credit card using PayPal.*

*Thank you for your business!*

