

# GIVING AND RECEIVING FEEDBACK

The secret to a culture of exceptional performance.



One of the most valuable interpersonal skills a person can have is the ability to deliver constructive and effective feedback. Feedback, performance reviews, disciplinary discussions, and general evaluations are often some of the toughest of all conversations to have. Great leaders and managers are able to both give effective feedback and receive feedback on their own performance. They understand the importance of feedback in personal growth, professional development, improving employee engagement, and in creating a positive working environment.

Unfortunately, many people avoid giving feedback, give feedback poorly or in a negative way. And when we receive feedback, we react, reject it or take offense and we don't see it as a learning opportunity. Giving feedback is one of the toughest conversations you will ever need to have. In this workshop, you will learn how to give great feedback and deal with any disagreements. You will learn a model to give proactive, timely, transparent, and targeted feedback.

### COURSE CONTENTS:

At the end of this workshop, you will be able to:

- A simple model for understanding different types of feedback and when to use them
- How to prepare for a feedback conversation
- What does effective feedback look like
- What does ineffective feedback look like
- The importance of empathic listening
- How to receive feedback without being defensive
- How you should deal with valid feedback
- What you can do if you receive invalid feedback
- The importance of timing in feedback

### DURATION: HALF-DAY ONLINE WORKSHOP

***\*\*This workshop can be delivered as an in-house corporate workshop. It will be customised to meet your organisational training needs and the key learning outcomes are set to match your requirements.***





## VIOLET DHU

INTERPERSONAL  
COMMUNICATION SKILLS,  
LEADERSHIP TRAINER & COACH

### ABOUT THE FACILITATOR

Violet has over 20 years experience working with organisations and teams to develop effective and confident communication skills by teaching leaders to embrace those difficult 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 and optimise their communication with others.

Violet has worked with many organisations and leaders to enhance their ability to be confident in their communication and deal with the pointy end of communication in the workplace.

Her key message is that if you learn to be honest and respectful in your communication, then people will trust you, listen to you and work effectively with you.

**DATE:** Friday 7 August 2020

**TIME:** 9.30 am to 1.00 pm WAST

**VENUE:** ONLINE via Zoom

**WHAT'S INCLUDED:** Workbook, Monthly Newsletter

### INVESTMENT

- ☐ Not For Profit Organisation: \$200 + GST
- ☐ Early Bird Registration: \$220 + GST **\*sale ends 24 July 2020**
- ☐ Full Registration: \$250 + GST

### REGISTRATION

**NAME:**

**PHONE NUMBER:**

**EMAIL ADDRESS:**

Return to: Violet Dhu at [info@peterdhu.com.au](mailto:info@peterdhu.com.au) or Fax 08 6314 1620

### CONNECT WITH VIOLET

-  [violet@violetdhu.com.au](mailto:violet@violetdhu.com.au)
-  [www.violetdhu.com.au](http://www.violetdhu.com.au)
-  [corporatecommunicationexperts](https://www.facebook.com/corporatecommunicationexperts)
-  [@violetdhu](https://twitter.com/violetdhu)
-  Violet Dhu

### TESTIMONIALS



*Violet Dhu is exceptional in her field of difficult communication. If you are seeking support to increase employee or self-confidence with difficult conversations and overall performance, I recommend Violet. We continue to work together to align employee behaviours with expectations that are set out.*

BELINDA MCPHERSON  
HR MANAGER, SOUTHERN  
RURAL WATER

*Violet's 'Difficult Conversations' workshop was enjoyable and provided me with an opportunity to become more self-aware around my communication style. I was able to apply the key messages immediately across many of my conversations. I feel that as a result I am being more effective in my communication and an easier person to be around!*

CLARE FOUNTAIN  
MANAGEMENT CONSULTANT,  
SORTED4LIFE



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

Thank you for your business.

