

# Mastering Feedback

Enhancing employee performance

## What this program is used for:

- Improve a manager's ability to positively affect performance through everyday conversations
- Improve the effectiveness of performance reviews
- Improve the efficiency of team meetings
- Improve the communication skills of managers

## Who this program is for:

- This program is for any organisation looking to improve the communication and feedback skills of their managers
- All levels of management would benefit from completing this program
- It is especially effective for middle management and line managers

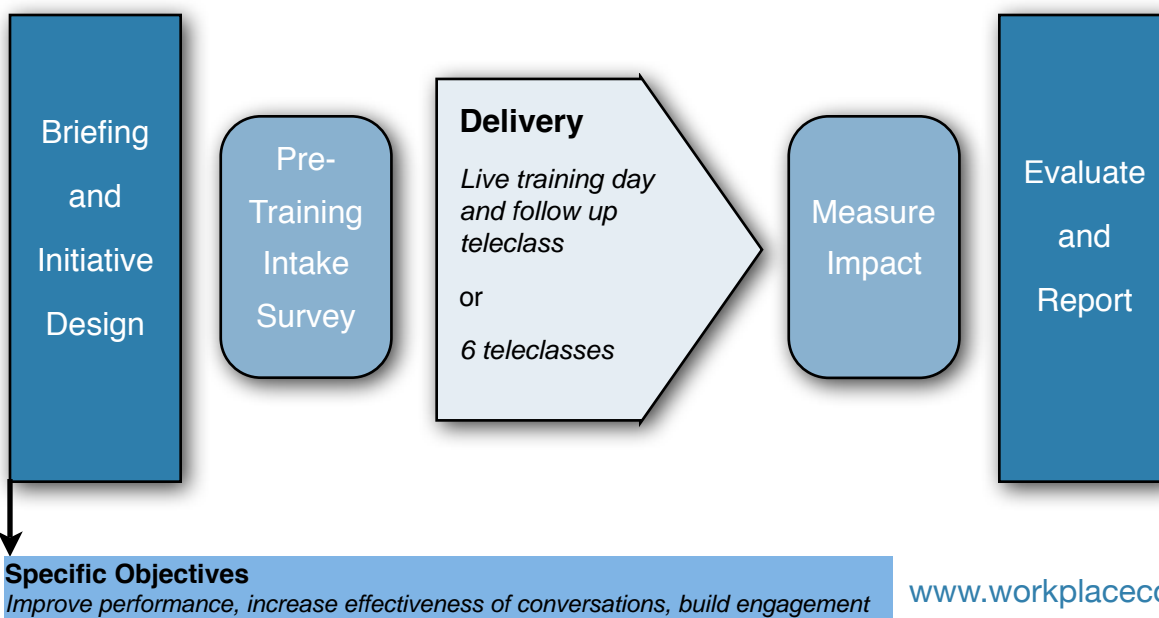
## About this program:

Giving feedback involves having conversations that can be quite challenging for managers at any level. Conversations can go wrong quickly or be constantly avoided by managers who are either too busy or lack the confidence to make a positive impact on their direct reports.

This intensive program is designed to transform any executive's impact when they give feedback to others. The program will provide participants with a whole new approach to feedback, an approach founded on hard science on how the brain works, taught experientially through live, challenging exercises.

## Common delivery framework:

This program can be delivered face to face or via teleconference.



## Participant Feedback

*"I'm now looking for opportunities to acknowledge & give feedback continuously."*  
SR, Mining Corporation Participant

*"I'm putting people at ease with difficult conversations"*  
DG, Mining Corporation Participant

*"It opened my eyes to other possibilities of how to manage people and set goals and plans for them."*  
CH, Federal Government Participant

*"The use of role plays was very helpful to get a feel for what sort of interaction to expect."*  
MM, Accountancy Firm Participant

*"Useful tools that I look forward to using & perfecting"*  
ND, Mining Corporation Participant