

# Feedback With Flair

1 Day

Give skilfully delivered feedback and watch you staff flourish. Whether it is a criticism, compliment, or advice, you will learn how to offer it so motivation is fuelled, operations run smoothly and great end results are delivered. Learn how to plan, deliver and follow-up a feedback message. Gain skills in managing “tough conversations” or handling defensive reactions to feedback. Master the art of inspiring excellence from your star performers. This is a great course for any manager or supervisor who wants to get better results from a team.

## What you'll learn to do in this course

You'll come out of this session with powerful tools for giving feedback at work. We'll bring theory to life and tell you how to succeed. A range of practical tips will be presented to you. You'll talk through examples and enjoy practical exercises. At the end of the course, you should be able to:

- Recognise when you need to give feedback
- Work out what to say to improve someone's performance
- Get your staff to listen to feedback
- Raise sensitive issues in a positive way
- Get your people motivated to change
- Follow-up on feedback to ensure results

## Topics you'll cover

- Why the brain responds to feedback
- Recognising who needs feedback
- Putting your message into words
- Handling defensive reactions to feedback
- Setting performance improvement goals
- Practical skills session

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think  
learn?  
succeed

“Smart training for clever people”

What others have said  
about the course...

“Engaging and easy to understand.”  
“Some really useful advice about how to  
handle my difficult person.”

“Excellent in all respects – content,  
presentation, activities, presenter.”

“Fabulous instruction and taste of  
leadership training.”



**Book your training NOW**

Call Eleanor Shakiba on 0433 126 841

Download course information at  
[www.thinklearnsucceed.com.au](http://www.thinklearnsucceed.com.au)