

# Course Outline

“think  
learn?  
succeed”

“smart training for clever people”

## Feedback With Flair

1/2 Day

Give skillfully 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

### What others have said about the course...

**'Good course with great balance and theory practice, examples and how to apply to working environment'**

Ashwin. DFS 2013

**'I have learnt a lot from this module and will be able to apply the methods taught on a daily basis'**

Jo. SE Timber 2015

**'Very intriguing and full of information which can be useful for everyday work life'**

Sam. SE Timber 2015

**'The course has been great and very informative. Eleanor is very good at explaining and teaching'**

Ivan. SE Timber 2015



Book your training NOW

Call Eleanor Shakiba on 0433 126 841

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