

Employee Performance Management

How to Give and Receive Feedback

Short seminar series

Overview

Performance management can be one of the greatest challenges for many supervisors and managers. In today's workplace, it is no longer about the carrot and the stick. The focus is about listening more than talking, looking beyond the words and ensuring that feedback is a two-way street. From day-to-day feedback to the semi-annual 'performance agreement' conversation with team members, the discharge of this competency can make or break a manager's career.

This workshop will equip you with the tools to help you foster regular, mutual feedback, will build your confidence, and will enhance the more formal performance agreement conversations with your team members.

Audience

New, experienced or soon to be supervisors, managers, team or project leaders

Duration: 3 hours

Price: \$245.00 plus HST

Instruction Methodology

Virtual delivery via GoToMeeting, with PowerPoint slides and interactive discussions, quizzes and simulated exercises.

Key Topics

- Defining effective performance management defined
- The Law of Crucial Conversations
- Effective listening techniques
- The different types of feedback
- Good and Bad Feedback Models



About Your Facilitator Richard Rochefort

Richard Rochefort is an expert in management, leadership and learning in the public and private sectors. He is perfectly bilingual. He is an excellent trainer and facilitator, a certified executive coach and an outstanding public speaker. He is also certified in various psychometric assessments. He has extensive experience in Canada and abroad delivering courses, facilitating workshops and general assemblies and leading strategic planning sessions. He is a former Vice-President of the Canada School of Public Service and he established the Service Canada College. Throughout his career, Richard devoted relentless effort to the renewal of the public service using coaching, mentoring and learning as strategic levers to create and sustain a workplace of choice and a culture of public service excellence.