



Manager Masterclass: Giving difficult feedback

½ day workshop on essential skills for managers

'I need to have words with them, so they get back on track'is all very well but sometimes we're not sure how to, if we should or what to do if it goes wrong.

Giving 'difficult' feedback can be a tough part of the manager's job where everyone wants it to be developmental and motivating: this workshop will give you an easy to use structure and approach which can help you get the best outcome each time. It will include:

- Typical issues we deal with
- The overall approach we should take
- How to give face to face feedback in a supportive and objective way
- Dealing with responses to get a good outcome
- Confirming actions and reviews to help it work
- 'Stop, start, continue' - areas to develop

On leaving this session you will have a new 'toolkit' of ways to give difficult feedback so it is constructive and works within employment law guidelines.

Maximum number of delegates: 8

Cost: 1 unit

To register please email our Training Co-ordinator on registrations@thelearningcollaboration.com