Public Sector Leadership: Managing Performance & Difficult Conversations

17 - 18 Oct | Online



Essential communication and conflict resolution skills to effectively and proactively manage performance

- Apply performance management practices that reflect best practice government performance management models
- · Tackle underperformance with the right language, reframing and consistency
- · Understand value drivers for each team member, and tailor your conversations
- How to effectively plan and monitor work processes, and set performance indicators

THE AGENDA

Day 1

17 Oct | 9:00 - 4:30

- Key responsibilities as a manager and people leader
- Understanding the risk of employee disengagement (and what it looks like)
- How to effectively engage with your team
- Providing proactive and effective performance feedback

Day 2

18 Oct | 9:00 - 4:30

- Preparing for tough conversations
- Tailor your communication style to need and situation
- Essential conflict resolution skills
- Pre-empting performance management conversations

BOOK NOW AND SAVE

YOUR FACILITATOR

Karen is one of Australia's leading executive management development specialists who has worked with thousands of executives to transition them into senior leadership roles quickly and effectively. She is an Organisational Psychologist passionate about people's success and facilitating their careers to rise.



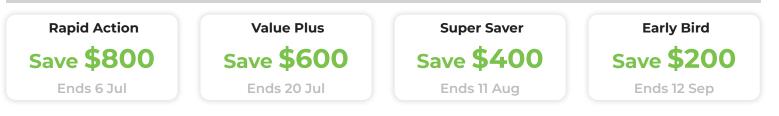
Dr Karen Whittingham Director Impact Psychology Pty Ltd

GROUP DISCOUNTS



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BOOKING FORM

Event Reference: GMEM1023A - O

Priority Code: I

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Addre	Address				Suburb	State	Postcode
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Title	Full Name		Position		Email	Phone	
	Delegate Information						
# 1	Title	Full Name or TBA		Position			Email
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Pricing Ends 6 Jul Ends 20 Jul Ends 11 Aug Ends 12 Sep **Rapid Action** Value Plus **Super Saver Early Bird** Standard Save \$800 Save \$600 Save \$200 Save \$400 Rate **\$1995** +gst = \$2194.50 **\$2395** +gst = \$2634.50 **\$2595** +gst = \$2854.50 **\$2195** +gst = \$2414.50 **\$2795** +gst = \$3074.50

GROUP	3 - 4 attendees	5 - 7 attendees	8 - 9 attendees	10+ attendees	No. of	Total	
DISCOUNTS	10%	15%	20%	25%	Attendees	incl. GST	

Conditions: Group Discounts apply for bookings made simultaneously. Only one discount applies. Group discounts apply to standard rates only. Group discounts are not applicable to Rapid Action, Value Plus, Super Saver and Early Bird rates. Discounts cannot be applied retrospectively and must be claimed at the time of booking. Liquid Learning Group reserves the right to have sole discretion on an organisation's eligibility for discounts. Note: All prices listed in Australian Dollars. Course materials included. Registration Options are per person only.

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Cheque (payable to Liquid Learning Group Pty Ltd) Electronic Funds Transfer Please invoice me: Purchase Order No. #	Note: 2% surcharge applies to American Express payments Card Number	Learning Group Pty Ltd BSB: 032 002 Account No: 407 273 SWIFT Code: WPACAU2S Amount Please quote ref GMEM1023A - O and registrant name			
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