

# 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

### 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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