

# APS6 to EL1: Managing Performance & Difficult Conversations

Workshop

27 - 28 Feb | Cliftons Canberra



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

- Understand the risks of employee disengagement and identifying its signs
- How to deliver performance feedback that is proactive, effective, and actionable
- Tools to prepare for and navigate tough conversations
- Essential skills for resolving conflicts constructively and positively

### THE AGENDA

#### Day 1

27 FEB | 9:00 - 4:30

- Management responsibilities at APS 6 and EL1 banded levels
- 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

28 FEB | 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. She teaches Organisational psychology at UNSW and works with ASX listed companies and large public sector organisations to drive engagement, inclusion and performance.



**Dr Karen Whittingham**  
Director  
Impact Psychology Pty Ltd

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