

FIRE SOMEONE AND HAVE THEM THANK YOU!

It is possible! This workshop equips managers with the right approach and language to undertake those really tough feedback conversations in such a way as to maximise the possibility of positive outcomes for the organisation, team and individual.

During the two days participants will learn:

- How to remain calm and objective during the conversations and throughout the process
- The 4 crucial points to consider in planning for a successful outcome
- How to provide clear feedback on attitude and behaviour as well as results and productivity
- An understanding of why people behave and react in the way that they do and the appropriate responses
- What key phrases to say, when and, crucially, how
- How to respond to defensive or aggressive behaviour from individuals

The workshop will have a maximum of 12 participants allowing individual support and feedback.

What past participants have said:

'Informal feedback from participants confirmed how much they enjoyed such a well run and immediately useful training event, they couldn't wait to put your suggestions into practice!'

'Brilliant session, well-delivered, expert in field!'

'Positive, informative, sensitive with very useful tools. Great day!'

'Very well judged content - achieved objectives and more.'

Dates: 15th and 16th September 2011

Location: Central London

Cost: £499 + VAT per person including refreshments, lunch and workbook. Early bird discount if booked by 30th July 2011 of £399 + VAT per person.

To book: Contact us by email at admin@performanceresolution.co.uk or call on 020 8870 9036.