

# PUBLIC SECTOR LEADERSHIP: MANAGING PERFORMANCE & DIFFICULT CONVERSATIONS

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



28 - 29  
JUNE 2022

## EXPLORE

- ▶ Understanding the risk of employee disengagement (and what it looks like)
- ▶ Providing proactive and effective performance feedback
- ▶ Preparing for tough conversations
- ▶ Essential conflict resolution skills

## EXPERT FACILITATOR



Dr Karen Whittingham  
Director  
Impact Psychology Pty Ltd

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## ABOUT THE EVENT

Ongoing change and complexity in the public sector has placed an even greater emphasis on effective performance management practices to drive employee engagement and team productivity. It is increasingly important that officers and managers in government develop their skills tackling difficult conversations and proactively managing performance in their teams.

As an emerging leader, you must effectively bridge the gap between planning and action, and are responsible for managing these challenging day-to-day dynamics that can be the key to operational success. You must not only understand the risks of employee disengagement, and be able to spot the warning signs, but also be equipped with the communication and essential conflict resolution skills necessary to successfully manage them.

This hands-on program is designed to give you the latest tools, techniques and practical frameworks to successfully manage for better results in today's fast-changing world. The program will connect theory with practice and over the course of the training, you will learn to prepare for tough conversations, provide effective and proactive performance feedback and tackle employee performance with the right language, reframing and consistency.

## Group Discounts Available!



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## DAY ONE

### Key responsibilities as a manager and people leader

- ▶ Explore the importance (and challenges) of managing performance in a public sector context
- ▶ Agility, risk aversion and organisational expectation in the public sector
- ▶ Understanding and contextualising employee engagement, and your role as a manager

### Understanding the risk of employee disengagement (and what it looks like)

- ▶ Engaging with risk and managing the consequences
- ▶ Explore what disengagement looks like in your department or team
- ▶ Appropriate conduct for risk assessment and risk management activities
- ▶ Apply performance management practices that reflect best practice government performance management models

### How to effectively engage with your team

- ▶ Understand value drivers for each team member, and tailor your conversations
- ▶ Clarify performance objectives, outcomes, behaviours and values, and formulate links with broader business plans
- ▶ Navigate the initial challenges of difficult conversations
- ▶ Explore coaching strategies to build capability in a team environment

### Providing proactive and effective performance feedback

- ▶ Tackle underperformance with the right language, reframing and consistency
- ▶ Understand the conversation around the conversation
- ▶ Ensure performance conversations flow both ways
- ▶ Learn to listen effectively, and become open to 180° feedback
- ▶ Reinforce support with consistent feedback

## DAY TWO

### Preparing for tough conversations

- ▶ Learn to get comfortable being uncomfortable
- ▶ Effective communication strategies
- ▶ How to build rapport and why it is important
- ▶ Uncover biases in your communication tendencies

### Tailor your communication style to need and situation

- ▶ Who are you talking to? Identify your key stakeholders
- ▶ Learn to adjust your style on the fly and deliver the correct message
- ▶ Ask the right questions to get better results
- ▶ When to act, and when to listen

### Essential conflict resolution skills

- ▶ Strengthen your ability to become an active listener
- ▶ Manage emotional hot buttons for positive and assertive communication
- ▶ Manage clashes and learn to effectively “code switch” to keep on message
- ▶ Creating win-win solutions

### Pre-empting performance management conversations

- ▶ Spotting red flags before they become a problem
- ▶ Integrate performance conversations in your day-to-day
- ▶ How to effectively plan and monitor work processes, and set performance indicators
- ▶ Embedding purpose in performance management

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## WHAT OUR DELEGATES ARE SAYING



“ *Fantastic initiation to leadership/management with some real practical tools to take back and implement in the workplace. Extremely motivating and thought-provoking. Has Given me an insight into how leadership/management skills influence the workplace* ”



“ *The two day course was absolutely brilliant. I think it was one of the most engaging courses that I have ever attended and been part of. The facilitator was a very*

*knowledge facilitator who clearly has a wealth of knowledge, experience and passion in what he is presenting.* ”



## 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

# Public Sector Leadership: Managing Performance & Difficult Conversations

28 - 29 June 2022

Online Delivery

# Booking Form

Event Reference: GMEM0622A - O

Priority Code: I

## Registration Information

Organisation Name

Address Suburb State Postcode

Booking Contact Information

Title Full Name Position Email Phone

## Delegate Information

#	Title	Full Name or TBA	Position	Email
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				

## Your Investment

Options (per person)	Rapid Action Rate Register and pay by 25 March	Value Plus Rate Register and pay by 8 April	Super Saver Rate Register and pay by 26 April	Early Bird Rate Register and pay by 20 May	Standard Rate
Qty					
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**Note:** Course materials included. Registration Options are per person only.

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