

# LEADERSHIP & MANAGEMENT

**QNET presents:**

## **Performance Conversations: Feedback, Defensiveness, Abrasive Behaviour**

**Two days: Tuesdays, April 9 & 30 (two days) – 8:15 am to 4:15 pm at QNET, 660-175 Hargrave Street, Winnipeg**

### **Part One: Effective Performance Feedback**

For many, delivering effective feedback is the most challenging aspect of managing people. These discussions can potentially impact on your relationship with the employee, the person's performance and the team dynamic / output.

Managers, leaders and supervisors often struggle with employees who have attendance issues, behaviours that negatively impact the team, or have not met expectations.

This practical, highly interactive course explores ways to provide feedback that supports a positive, performance driven environment where these conversations are expected and received well.

At the end of Part One, participants will be able to:

- Initiate 4 feedback conversations that result in behavior change and maintain the employee relationship;
- Understand and empathize with struggling employees and still hold them to workplace expectations;
- Utilize a toolkit of options for difficult conversations and be prepared to respond to a variety of reactions;
- Know how to adjust conversations when speaking to the direct, blunt employee as well as the indirect sensitive employee (adding art to the science).

**Facilitator: Janet P. Schmidt** M.Ed. mediates, coaches and trains leaders in the workplace. She has developed over 20 days of training specifically for the workplace, has taught at several Universities in Canada and worked internationally on a long-term assignment and on a consulting basis. Her passion is to equip leaders to effectively address the inevitable challenging personnel situations they face in the workplace.

### **This workshop is:**

- An optional course in the 70 credit hour QNET Certificate in Management Development (CMD).
- Eligible for credit in the CAM:OE (Certificate in Applied Management: Organizational Effectiveness) in partnership with the University of Manitoba, Continuing Education.
- This program has been approved for 16 CPHR Continued Professional Development Hours by CPHR Manitoba.
- Presented by QNET in partnership with APICS, Manitoba Aerospace, CPHR Manitoba, and Manitoba Education and Training

### **Fees:** (includes light lunch)

- \$729.00 + GST for Members of QNET / CPHR / APICS / Manitoba Aerospace
- \$839.00 + GST for Non-Members

**REGISTER ONLINE at [www.qnet.ca](http://www.qnet.ca)**



**QNET**  
Suite 660, 175 Hargrave Street  
Winnipeg, MB, R3C 3R8  
Phone: (204) 949-4999  
Fax: (204) 949-4990  
mail@qnet.ca  
www.qnet.ca