



Best Practices in Feedback: How to Talk About Positive and Negative Performance

June Supervisors' Connection

Summary: Giving feedback is a universal struggle in every type of relationship, and yet it is the most direct way to open up a conversation that shifts engagement and performance for the positive. Just saying the phrase *"I want to give you some feedback"* is enough to trigger a defensive attitude that shuts down the willingness of the other person to listen. Positive feedback is typically straightforward and easy to provide, while negative feedback is more complicated and difficult to deliver.

But don't most people also do good things at work? Work that is successful and valued by clients and customers? This session will widen the view of feedback to include the 'other side' of performance—the good-to-great work that many employees do that goes beyond merely meeting expectations. This workshop will help organizations, managers, and individuals learn to talk (and coach) about positive work performance.

Workshop Takeaways

- Gain a research-based model to understand the full range of workplace actions & behaviors and learn how to apply organizational standards to identify positive and negative gradients of work performance.
- Have a clear framework of what to see, say, and do as you observe work outcomes & the impact that lands along each segment of the performance strata.
- Learn and practice using an interactive feedback model that opens the door for coaching conversations, and receive resources, tools, and worksheets that you can use to give better feedback in your workplace

Date: **Wednesday, June 19, 2019**
Time: 8:00am – 10:00am
Cost: \$49.00
Place: NSCC -- CTS, One Ferncroft Rd., DS106, Danvers, MA 01923

Facilitator: Chris Soucy is a Gallup-Certified Strengths Coach and a Founding Partner of Innate Force Coaching & Consulting, a practice of leadership coaches and trainers committed to inspire and guide individuals, teams, and organizations in discovering the greatness within them and focus these strengths in ways that expand leadership, increase engagement, and improve organizational performance.

Please Register by June 12, 2019

Call: (978) 236-1240 or Fax: (978) 236-1220 or Email: sryan@northshore.edu

Cancellations must be received one week before the event to receive a refund. The workshop may be rescheduled if minimum enrollment is not met.

Please complete all questions on this registration form and fax to: NSCC (978) 236-1220 or mail payment and form to: Ms. Susan Ryan, North Shore Community College, One Ferncroft Rd., Danvers, MA 01923.

Date of Birth: Month _____ Day _____ Year _____ (Must Include Birth Date to Register)

Gender: Male Female

Last Name _____ **First Name** _____ **Middle Initial** _____

Street Address _____ **City** _____ **State** _____ **Zip** _____

Home Telephone () _____ **E-mail Address** _____

Business _____ **Business Telephone** () _____ **Ext.** _____

Course Code	Sec.	CRN#	Course Title	Date	Time	Cost
xxx	xxx	xxx	Best Practices in Feedback	6/19/2019	8am – 10am	\$49.00

Payment *MUST* accompany registration form. Please make check payable to: North Shore Community College.
 MasterCard, Discover or Visa accepted. (circle one)

Account # _____ **Expiration Date** (mo) _____ (yr) _____

Cardholder Signature _____