



Define Potential presents:

Leading Constructive Performance Conversations

Course Overview:

This course equips managers with the confidence and capability to manage performance through meaningful, future-focused conversations. The course explores how to apply insights from neuroscience to deliver feedback that motivates and supports growth, while strengthening trust and accountability.

Course Details

Format



• Online

Duration



• 6 hours

Audience



• Mid-level leaders

\$750pp GST inc.*

Course Outline

Session 1

Welcome and Introduction

- Welcome and overview

Session 2

Managing Performance

- Key conversations and challenges
- Creating an environment to support high performance

Session 3

Communicating About Performance and Behaviour

- Neuroscience and feedback
- Feedback – getting the balance right
- Applying principles for effective feedback
- Practice activity – simple feedback messages

Session 4

Conducting Performance Discussions (part 1)

- Discussing expectations and motivating performance
- Practice activity

Session 5

Conducting Performance Discussions (part 2)

- Structure for a performance discussion
- Using coaching principles

Session 6

Handling Difficult Situations

- Giving feedback on problems in performance or behaviour
- Handling defensive or emotional reactions

Key Learning Objectives



Identify key conversations and challenges in managing performance



Explore the role of neuroscience in providing feedback



Build confidence in handling difficult conversations



Identify the right balance between frank and constructive feedback

"Withholding feedback is choosing comfort over growth." – Adam Grant

Want more information? Contact us via any method below to learn more
www.definepotential.com.au / 02 6174 0869 / admin@definepotential.com.au

* Plus Eventbrite booking fee