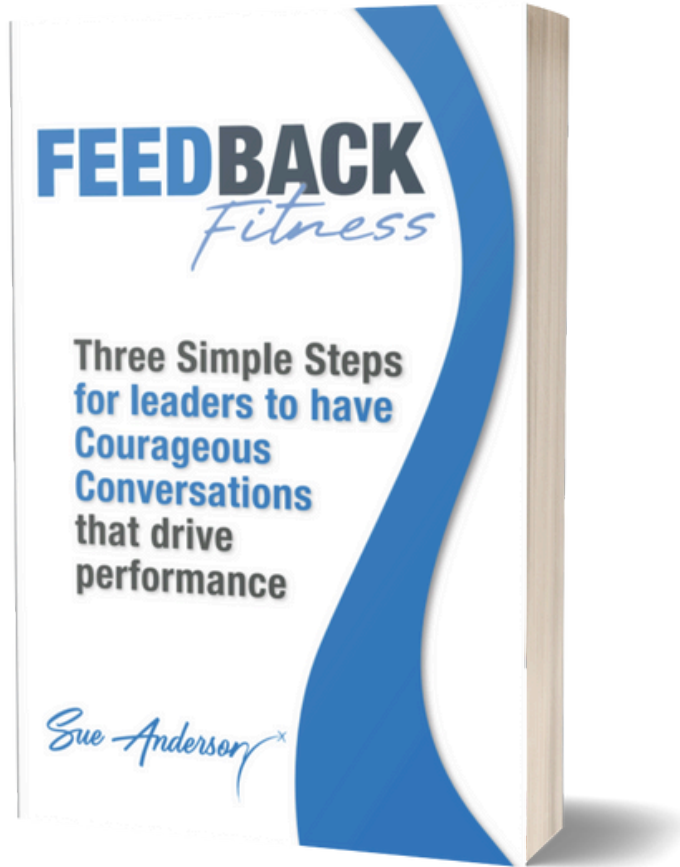


Feedback Fitness for Leaders in Local Government



Please join Sue Anderson's live workshop
9am-2.30pm
Angler's Tavern, Maribyrnong
Tuesday 3rd December 2024

Recent and current clients include:



FEEDBACK *Fitness*

Three Simple Steps for Leaders to have Courageous Conversations that Drive Performance.

Common challenges faced by many Local Councils:

- Your organisation has invested in setting up the systems / platforms for feedback conversations to take place, but have not yet invested in creating a culture that embraces the system.
- Some Leaders see feedback as once a year tick and flick task, especially when it comes to holding people accountable and performance reviews processes.
- You are worried about the risk of complaints, bullying claims, stress claims & litigation that might result from poorly delivered feedback.
- Poor behaviour is tolerated and has been for years due to a lack of people being held accountable.
- Some leaders fear offering feedback because they find it uncomfortable, yet everyone has the right to receive quality feedback.
- Some leaders expect others to be able to receive their feedback -yet they often struggle to receive it themselves.
- We would like all employees to be skilled up in receiving feedback.

Are you:

- Fearful about how feedback will be received and worried a complaint will be made against you if you muck it up.
- Thinking you should already have mastered these skills, 'I can't admit I struggle with this skill'.
- Worried about damaging the relationships with the people you work with – so you avoid offering feedback.
- Worried good people will leave if they are not used to being held accountable and you start now.
- Aware you have let poor behaviour go in the past, and feel you can't bring it up now- 'it's too far gone'.

Invest in yourself so you can feel more confident, empowered and prepared in your future feedback conversations.

FEEDBACK

Fitness

What the *research says:

40% of employees are actively disengaged when they get little or no feedback from their manager.

43% of highly engaged employees receive feedback at least once a week compared to only 18% of employees with low engagement.

57% of employees prefer corrective feedback over praise and recognition.

58% of managers think they give enough feedback.

72% of employees thought their performance would improve if their managers would provide corrective feedback.

82% of employees really appreciate receiving feedback, regardless if it's positive or negative.



*Various Sources - please contact Sue for links to articles.

FEEDBACK

Fitness

65% of employees say they want more feedback.

Feedback Fit leaders are skilled in offering useful and effective feedback.

Feeling when offering Feedback	Focus	Leader's ability to influence change through Feedback
Courageous	Purpose	80-99%
Confident	Practice	60-80%
Comfortable	Patience	40-60%
Clumsy	Permission	20-40%
Confused	Protection	0-20%

Feedback Fit leaders are empowered to choose how they respond when feedback receiving.

Openness to receiving feedback	Willingness to have difficult conversations	Performance
Resilient	80-99%	Excellent
Receptive	60-80%	Good
Reluctant	40-60%	Inconsistent
Resistant	20-40%	Average
Rejecter	0-20%	Poor

The Feedback Fitness Framework



Warm Up + Work Out = Deep Listening

When both the Leader and recipient are clear on the way the feedback is best delivered, the best feedback will be delivered! The Leader will feel more prepared, and the recipient will have a clear idea on the intention of the Leader. Both will feel safe enough to truly listen to the other.

Work Out + Cool Down = Continuous Improvement

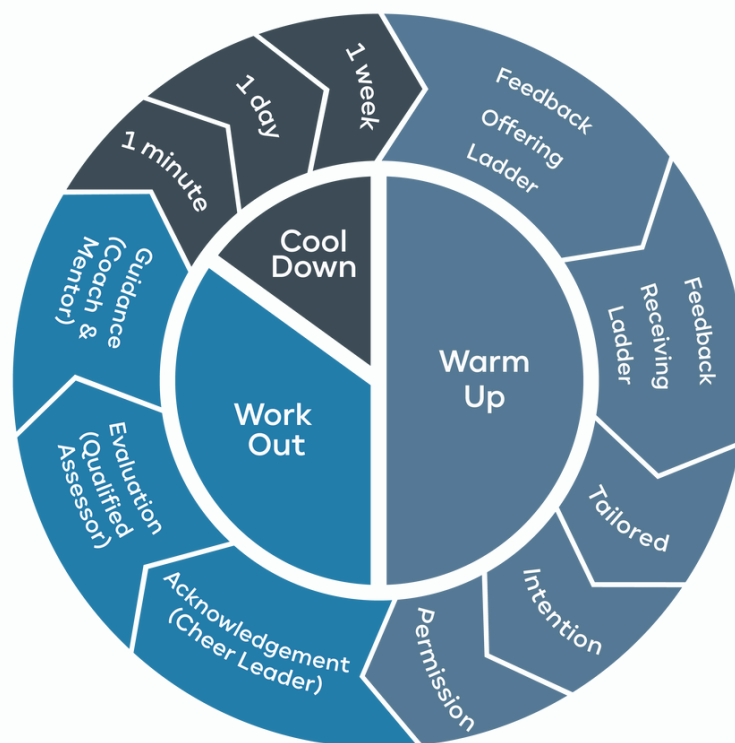
Because the feedback is delivered and received well in the Work Out, and the Cool Down allows for clarification, further questions, next steps and continuous improvement. Recipients feel safe to share how they went implementing the feedback offered to them (or not!)

Cool Down + Warm Up = Well Being

The Cool Down and Warm Up are both about promoting psychological health at work. They are simple controls that reduce the risk that feedback will be experienced as a psychological hazard. This intersection allows for Deep Listening and Continuous Improvement to occur.

What you will learn in the Workshop:

- The simple three step process to offering useful feedback.
- How to identify and manage defensiveness or resistance in others when offering feedback.
- Practical tools and strategies to offer feedback in a psychologically safe way, especially for those who may take it personally.
- How to offer feedback in a way that empowers others to improve their performance.
- Strategies specific to Acknowledgement, Evaluation and Guidance Conversations.
- How to have an increased ability to use questions rather than 'telling'.
- The language to have conversations that hold people accountable.
- How you can feel more confident when offering useful feedback to 'interesting' people.



'Sue's 'Unshakeable' program is a terrific opportunity to step back and reconsider our ability to be unshakeable. The tools Sue provides through her hacks ensure people walk away with very tangible ways to practice their ability to be unshakeable. We always get fabulous feedback from team members who attend Sue's sessions.

I can't recommend Sue highly enough'.

**Natalie Reiter, Deputy Secretary Policy, Precincts & Innovation,
Department of Transport**

Feedback Fitness Inclusions

5.5 hour live workshop in Melbourne 9am-2.30pm (*No cringy role plays)	
Participant Resources	
Copy of Sue's new book, 'Feedback Fitness'	
Morning Tea and Lunch provided	
Free all day parking available at the venue	
Investment	\$300 per person (+GST)
Book a table of 6 for your organisation	\$1,500 (+ GST)

'It is rare for a workshop to have such a profound impact. Sue completely changed the way I go about providing feedback. The time flew by. It was worth every minute.'

Rose Bruhn, Brimbank City Council, Manager, Community Learning and Participation

FEEDBACK
Fitness

What clients are saying:

'I feel very lucky to have worked with Sue as part of a big group and one-on-one. Sue's ability to provide considered, helpful and evidence based advice has really helped me firm up my values and provide me with new tools for working with my team'.

Kate Stapleton, Director Planning Practice, Department of Transport

'Part of growing as a leader is being able to sit in that semi-uncomfortable zone where you know you are being stretched towards greatness. Having Sue in your corner during these times is a sure way to fast track the learning and confidently push forward. I personally found Sue's support essential for my growth and development'.

Deb Cailes, Director Infrastructure and Environment, City of Monash

'I found Sue Anderson's 'Unshakeable' approach to be highly engaging and thought provoking. Her calm, easy to work with style was complemented by practical, simple to implement tips and hacks. She has an amazing ability to turn complex concepts into digestible, easy to use tools through the use of stories and examples from her many years of coaching'.

Kevin Leddin, Director Community & Corporate Services, Moyness Shire Council

'Sue is a supportive and observant coach who asks great questions that prompt valuable reflection. Her calm and positive approach has steered me in the right direction to find new and more effective ways to grow my management style and look after myself along the way'.

Kelly Pound, Manager Family and Children's Services, Moonee Valley City Council

'Sue's program and facilitation skills were evident in working with a diverse group of individuals from our organisation, providing them with the tools to tackle difficult issues, inspire their staff, and building their own leadership capability and confidence. This has assisted us in delivering improved customer service outcomes for our communities'.

David Lavithis, District Manager, VicRoads

'Sue has been great to work with for the past couple of years, tailoring and delivering 'Unshakeable Leaders' program to different levels of leadership within our organisation.

Sue utilizes case studies as examples of her evidence-based model in a most engaging way'.

Chris Forbes, Executive General Manager, Mallee Family Care

'Sue provided both 1:1 Coaching and Group Coaching support for our leadership team. Feedback from participants was that the information provided was practical and things they can apply on the job. The questioning and insights provided during the sessions also provided some important reflection moments for the leaders involved'.

Jodie Hill, Director of People and Safety, Pacific Hydro



Sue Anderson

About Sue:



Sue Anderson is one of Australia's leading experts in Emotional Intelligence in the workplace. Her specialty is helping leaders develop mental toughness so they can excel (not handle) in the pressures of leading teams.

A highly sought-after mediator, speaker, coach, trainer and author Sue Anderson works with organizations and businesses to develop highly functional and productive workplaces, with confident, resilient, and motivated employees.

As a Thought Leader in the areas of resilience building and individual empowerment, Sue utilizes her cutting-edge methodology to help leaders and teams move from a place of fear and dysfunction to a highly engaged, confident workforce. By integrating and refining areas including communication, motivation, beliefs and emotion, Sue's programs empower employees, enabling ongoing positive human interaction in the workplace and beyond.

With qualifications in psychology, management, quality assurance, training and Neuro-Semantics, Sue's unique approach is accessible, fun and builds capability rather than taking a punitive or Band-Aid approach to improving productivity in the workplace. Sue has worked successfully in the area of resilience with children and adults since 2007. Her new book 'Feedback Fitness' was recently released. Sue believes that developing a Feedback Fit workplace culture is critical to improving everyone's wellbeing and quality of life. Sue has worked with over thirty-five Victorian Local Councils.

**If you are ready to invest in your feedback conversations,
here's how:**

- Contact Jane - jane@sue-anderson.com.au
- Book online [here](#)

If you have any questions, please don't hesitate to contact me: 0417 052 739 or email sue@sue-anderson.com.au



Sue Anderson ✧