



# Giving Hard Feedback and Managing Sensitive Conversations

*This is a Cross-Sectoral workshop hosted by CEO in collaboration with AISWA and DoT.*

## Facilitator: Grant O'Sullivan

*Grant O'Sullivan is an accredited coach and skilled facilitator with Growth Coaching International and heads the Western Australian office. He is an experienced and proven leader with a passion and track record of bringing out the best in people. Grant has worked as a general manager, board chair, director of schools and school principal (Department of Education Western Australia) and has experience as a facilitator and trainer working in both the resource sector and the field of education. Grant has a motivational and engaging approach and has the ability make complex messages and concepts practical and understandable. He has vast experience coaching individuals and teams and is highly sought after as a facilitator and trainer.*

## Target Audience:

Catholic, AISWA and Department of Education principals, members of their leadership teams and senior members of staff required to provide hard feedback and manage sensitive conversations.

## Course Outcomes:

**CN8551**

Through completion of this one day, cross-sectoral course, participants will develop:

- an understanding of the value of hard feedback as a tool for surfacing blind spots in behaviours, attitudes and performance
- strategies to provide hard feedback and manage difficult conversations
- strategies to provide praise and recognition as the pre-condition to building a constructive workplace culture
- strategies to bring emotional intelligence to interactions and ensure that the self-esteem of all parties and respectful relationships remain in tact

Date: **Friday, 15th June 2012**

Registration: 8:45am

Start Time: 9:00am — 4:00pm

Venue: Room S1.01  
Newman Siena Centre  
33 Williamstown Road  
Doubleview

Cost: \$280 per participant

*Morning tea and lunch will be provided*

**Registrations close on 11/06/2012**

## How to Register

- Log onto the Catholic Education Office of Western Australia website at <http://cms.ceo.wa.edu.au>
- On the right hand side of the screen locate the panel entitled: **PROFESSIONAL LEARNING**
- Click the hyperlink entitled: **Visit the PL Portal**
- When the screen loads, type the title of the course of interest into the search panel and press enter
- When the screen loads, click on the course of interest
- When the course page loads click the 'enrol online' tab located on the top right hand side of the screen
- Enter all required information and click the 'submit enrolment' tab located on the top right hand side of the screen
- You will receive a confirmation of your enrolment via an email message to you nominated email account

### Note:

- Two weeks prior to the event, you will receive a reminder email (including venue, start/finish times, facilitator details etc) from the Administrative Assistant, Leadership, Employment & Community Relations Team
- If you experience difficulty accessing the website or completing an online enrolment, please email [leadershipceowa@ceo.wa.ed.au](mailto:leadershipceowa@ceo.wa.ed.au) with your details and the name of the course you would like to attend (course title, your full name, your role, school name, school postal address and contact telephone number). The Administration Assistant will complete the enrolment process on your behalf and send confirmation to you via your email address
- You will be provided with a certificate of completion on the afternoon of the event. This certificate may be used for WACOT ongoing renewal purposes
- Post-event, your school will be invoiced for your participation in the course
- All enquiries regarding the course should be directed to the CEOWA contact provided on the cross-sectoral template