



# Giving and receiving feedback

## Communication & Stakeholder Engagement

### APS 3-EL\*

#### Program details

##### Duration

1 day

##### Dates: Canberra

4 April 2012

16 May 2012

##### Time

Registration 8:30 am

Prompt start 9:00 am

Finish 5:00 pm

##### Venue

Venue information will be provided on confirmation of your booking.

##### Fees

\$635 (GST inclusive)

##### Registration

Register online at [www.apscregistration.gov.au](http://www.apscregistration.gov.au) or fax the completed registration form on the back of this flyer to 02 6264 5511.

##### Terms and Conditions

Please refer to the registration form on the back of this flyer.

\*Recommended target audience may vary outside the ACT

A key element of communication, performance management and interpersonal relationships for Australian Public Service (APS) employees is the ability to confidently give and receive feedback. Giving and receiving feedback is designed to help you develop the skills, knowledge and awareness to participate comfortably and effectively in this essential area of employee communication.

#### Program overview

- what constitutes successful feedback
- when it is appropriate to give feedback
- when and how to ask for feedback
- how to give useful and constructive feedback
- adapting your feedback style
- using proactive language
- giving feedback in difficult situations
- giving upwards feedback
- managing your reactions in receiving feedback
- managing when others have reactions

#### Participant benefits

- recognise the value of feedback
- identify when it is appropriate to give feedback
- appreciate that different people need different approaches
- gain confidence in giving and receiving feedback
- give feedback in constructive ways
- gain confidence to give feedback to senior managers
- manage reactions in yourself and in others

#### More information

For more information on this program or other Commission programs and events please contact (02) 6202 3522 or visit [www.apsc.gov.au/learn](http://www.apsc.gov.au/learn)





**ONLINE register at [www.apscregistration.gov.au](http://www.apscregistration.gov.au) or FAX completed form to 02 6264 5511**

*You will receive a confirmation email once you have been successfully registered on this program.  
 If you do not receive a confirmation email, please contact the Program Administrator (details provided on program flyer)*

Program name \_\_\_\_\_

Program date/s \_\_\_\_\_

Program location (please see program flyer for location options):

ACT  NSW  QLD  VIC/TAS  SA/NT  WA *Full details on the program venue will be sent to you on confirmation of your registration.*

Surname \_\_\_\_\_ First name \_\_\_\_\_

Mr  Ms  Mrs  Miss other \_\_\_\_\_

Classification  APS 1-2  APS 3  APS 4  APS 5  APS 6  EL 1  EL 2

Title/position \_\_\_\_\_ Agency \_\_\_\_\_

Branch/team \_\_\_\_\_

Postal address \_\_\_\_\_

Phone \_\_\_\_\_ Fax \_\_\_\_\_

Email \_\_\_\_\_

**Do you identify as Aboriginal or Torres Strait Islander?**

*(This information will assist the Commission to improve learning and development outcomes for Indigenous employees).*

**Special needs**

Please note any special dietary or other requirements \_\_\_\_\_

**Authorised person to complete and sign (supervisor/manager)**

I understand the terms and conditions below. Signature \_\_\_\_\_

Name \_\_\_\_\_

Phone \_\_\_\_\_ Date \_\_\_\_\_

**Payment**

Invoice Amount \$ \_\_\_\_\_ (GST inclusive)  
 Participants are responsible for their own travel and accommodation costs and arrangements.

**Credit card payment**

Visa  Mastercard  American Express Card holder's name \_\_\_\_\_

Card number \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

Expiry date \_\_\_\_\_ Card holder's phone \_\_\_\_\_

Card holder's signature \_\_\_\_\_ Amount \$ \_\_\_\_\_ (GST inclusive)

**TERMS AND CONDITIONS**

**Fees and charges:** Please refer to the accompanying program materials. The total amount payable includes GST for the supply. This completed document will be a tax invoice for GST when you make payment by credit card ONLY. Otherwise upon registration a tax invoice will be sent to you for payment. A course confirmation will be emailed to you once your place has been secured. Fees may be subject to change without notice. Participants are responsible for their own travel and accommodation costs and arrangements.

**Substitutes, rescheduling and refunds:** If you are unable to attend your program we would welcome a substitute at the appropriate level. Rescheduling and refunds (only available for development programs) can be made if your written advice is received at least 30 calendar days prior to the start of the program.

**Identifying information:** Your information is collected for the purpose of the Public Service Commissioner's functions under the *Public Service Act 1999*, which include coordinating and supporting APS-wide training and career development opportunities and fostering leadership and reporting on the State of the Service. It will be used for course administration, statistical analysis and evaluation of programs. Some details may be disclosed to your home agency for administrative and statistical/monitoring purposes. Your information may be used to distribute information about Commission-run or sponsored opportunities and to check our other databases. Occasionally mailing lists are made available to bodies with related functions. If you do not wish to have your information used for marketing purposes email [aspcmailing@apsc.gov.au](mailto:aspcmailing@apsc.gov.au). For more details see our privacy statement at <http://www.apsc.gov.au>.

**Other conditions:** Whilst the Commission aims to deliver programs at the prescribed location(s), using the specified facilitator(s) and/or guest speaker(s) on the date(s) provided in this publication, changes may occur. The Commission will endeavour to provide reasonable notice to participants of these changes. Where a change in location, facilitator(s), guest speaker(s) or date occurs a refund of the program fee may be made at the discretion of the Commission. The Commission accepts no liability for any other losses incurred as a result of changes to the program details.