



**DATE:** Wednesday, April 17, 2024

**TIME:** 1:00pm - 2:30pm

**LOCATION:** Virtual Zoom Meeting  
Your choice of location free from distraction

**NOTE:** Please be prepared to participate verbally and on webcam

**TUITION:** \$125 per attendee or  
\$300 for all 3 April webinars

**INCLUDES:**

- Live Instructor
- Interactive Discussion
- Problem-Solving
- Checklist Tool
- Certificate of Completion

**REGISTER NOW**

**FOR QUESTIONS:**

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*One of the most important things leaders do is provide feedback to people that report to them. But leaders often struggle with this task due to apprehension about how feedback will be received.*

*This course helps leaders re-frame feedback as a powerful tool to deliver information about employee performance and the overall goals of the department and agency. In this course, participants will be able to:*

- **Recognize when and how often feedback should be given**
- **Utilize a 5-step process for giving constructive feedback**
- **Describe specific behaviors or actions and their impact**
- **De-charge emotional reactions to feedback**
- **Collaboratively discuss and agree upon solutions to improve performance**

*RGS webinars are not typical “sit and listen” workshops. These are live, instructor-led courses, with multiple opportunities for interaction, asking questions, and getting feedback on individual situations. We build a variety of participation methods into our courses.*