

**PURPOSEFUL  
CONVERSATIONS**  
Feedback for Growth



## **SYNOPSIS**

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This program seeks to equip all supervisors with the necessary skills to have purposeful conversations when discussing with staff on improving performance. We will be introducing the GROW Grid, discussing principles in building trust relationships, overcoming personal biases and dealing with unpleasant situations.

## **OBJECTIVES OF PROGRAM**

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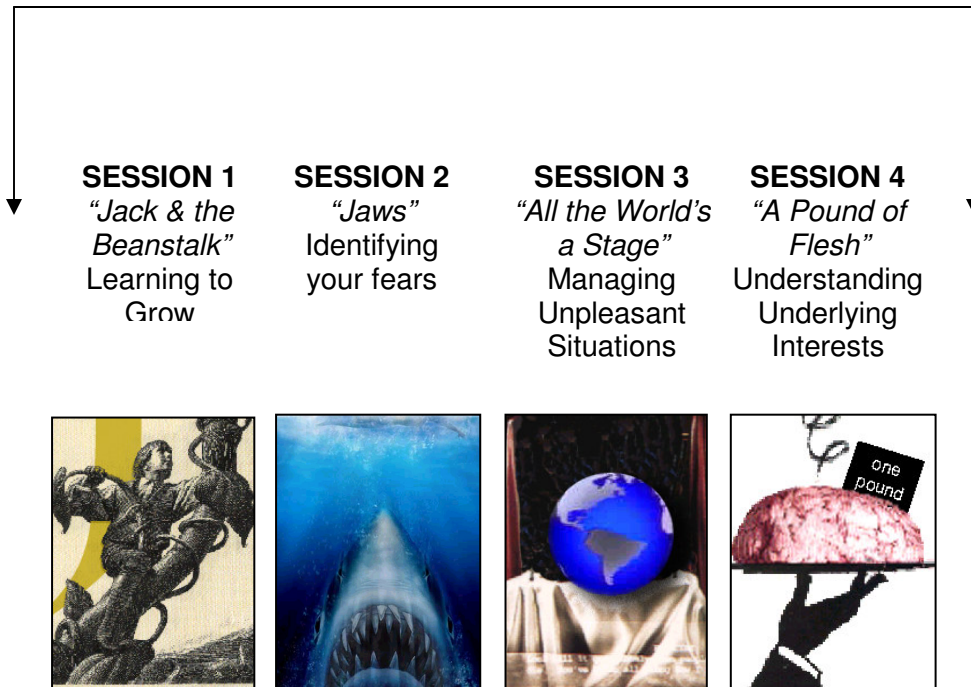
- Learn the importance of understanding and growing yourself in developing others
- Appreciate and moderate fears, perceptions and biases in difficult situations
- Cultivate good communication skills in building trust relationships
- Learn to uncover hidden interests and generate options in difficult situations
- Reflect and cultivate coaching skills to help staff grow together

## **METHODOLOGY**

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The workshop combines lectures, role-plays, group discussions, videos, case studies and group projects. A major part of the workshop is very interactive to create greater self-awareness plus learning experience from peer group members.

# DAY 1



# DAY 2

