

Building a Feedback Culture Professional Development

Boyd Jorgensen is a very experienced secondary principal who has developed a substantial body of knowledge and expertise in feedback, coaching and difficult conversations. In 2015 Boyd was engaged to work with the entire leadership team at Burnside State High School to improve their skills in giving and receiving feedback, in developing productive coaching relationships and in leading difficult conversations.

Boyd offers a range of program options varying from a full day presentation style program to a five day intensive small-group program. Burnside opted for the five-day program where leaders were in small groups of four or five and where 75 minute sessions were repeated with each group on each day. This enabled intensive conversations and role-plays to take place. Staff were also provided with readings and exercises between each session (held a day a week over five weeks) and the opportunity to practice skills and reflect on their learnings between each session. While staff were often challenged by the role plays they found these to be extremely valuable learning experiences.

Boyd tailored the program to incorporate the language and policies of Burnside SHS and he is also skilled and flexible enough to workshop and role play individual cases or issues raised on the spot by participants.

Staff rated this professional development to be extremely useful. When rated on a Likert scale from 1 (Useless) to 5 (Very Useful), the first four sessions scored 4.9 and the final session scored 5.0. Some participants' comments from the final session include:-

Thank you Boyd for the well-structured and highly relevant workshop. All material has been linked, examples provided, questions answered and constant review to ensure our understanding. Loved it and greatly appreciate your work and passion. All handouts kept in a folder for my rehearsal process and implementation in conversations.

Very useful techniques to use in difficult conversations. Tried and tested last week with great success. Thank you!

Excellent culmination of previous learnings. Great practical examples which developed great conversations from participants. Thank you Boyd!

As a principal I would thoroughly recommend this professional development led by Boyd to ensure authentic performance and development conversations are in place as part of your schools Developing Performance process.



Ms Kerri Dunn
Principal
Burnside State High School