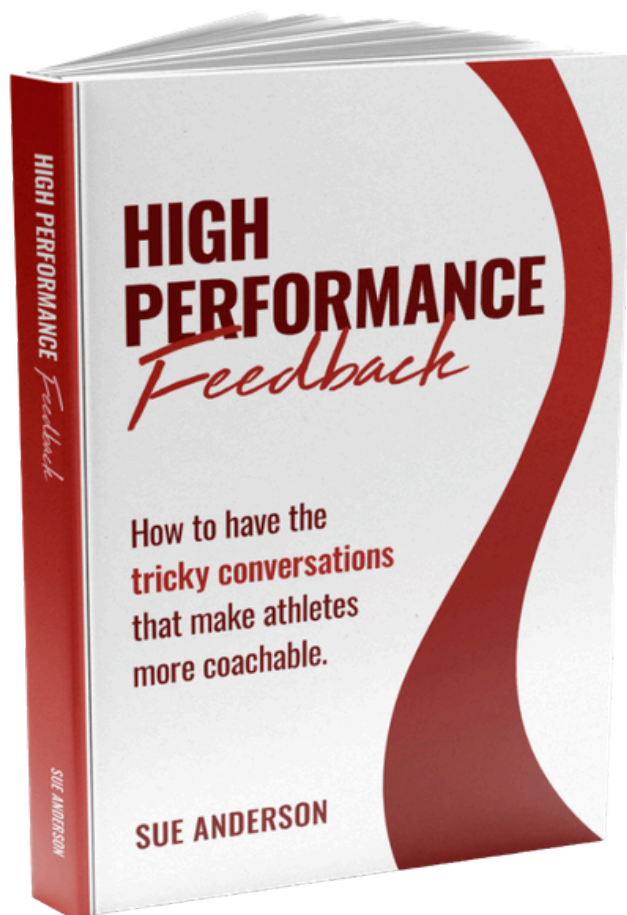


HIGH PERFORMANCE *Feedback*

LIVE 3.5 HOUR WORKSHOP
FOR SPORTING CLUBS

Build **confident coaches** who can have the
tricky conversations that make athletes
more coachable.



Sue Anderson^x

DEVELOPING CONFIDENT COACHES AND COACHABLE ATHLETES.

Are you finding that your coaches, team managers & committee members are:

- Avoiding tricky conversations with athletes (and parents) because they are worried about how the feedback will be received.
- Seeing athletes take feedback personally, shut down, get defensive, or drift away from the club.
- Unsure how to be honest about selection, game time, effort or attitude without damaging the relationship.
- Trying to offer feedback on the run at training and on game day, with no common feedback language across the club.
- Feeling the pressure of balancing high performance with athlete wellbeing and a psychologically safe environment.

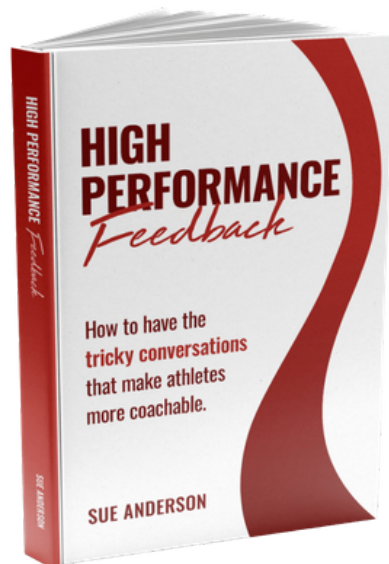
High Performance Feedback is for you if:

- You're committed to a club culture where feedback is normal, expected and welcomed, on and off the field.
- You want your coaches to offer feedback with greater confidence, build trust and help athletes reach their potential.
- You want your athletes to stop taking feedback personally and become more Feedback Fit.
- You want practical tools that turn tricky conversations into opportunities for growth.
- You understand that when your people feel supported and heard, they are better positioned to perform, and to stay with your club.

We have an opportunity to build confident coaches, so that feedback becomes a normal, expected and welcomed part of how your club trains, competes and grows.

BASED ON SUE'S LATEST BOOK

Great coaching isn't just about what happens during training or competition. It's also about the conversations you have with athletes, especially the ones that can feel a little uncomfortable.



Coaching athletes and teams can be rewarding, and at times feedback conversations can be trickier than you expected.

High Performance Feedback: How to have the tricky conversations that make athletes more coachable gives coaches practical tools to offer feedback with greater confidence, build trust and help athletes reach their potential.

In this live, interactive workshop, Sue brings the book to life for your club. Your people will learn how to help athletes stop taking feedback personally, become more Feedback Fit and turn tricky conversations into opportunities for growth.

Every participant takes home their own copy of the book.



THE FEEDBACK FITNESS FRAMEWORK

A simple, step-by-step structure that uses a metaphor every athlete already understands: **Warm Up, Work Out and Cool Down**. Coaches learn the language of feedback, and athletes know what to expect.

WARM UP

Before any feedback is offered. The coach has a conversation with the athlete about their future feedback conversations: what they believe about receiving it, how they like it delivered, and the intention behind it.

WORK OUT

Where feedback is offered and received. This is where the actual offering and receiving of feedback takes place. Feedback is a two-way conversation. This includes Acknowledgement Feedback, followed by Evaluation Feedback, followed by Guidance Feedback.

COOL DOWN

Checking in afterwards. The coach checks in on the athlete, the relationship and the effectiveness of the feedback itself. The athlete can ask for further clarification, reducing confusion and misunderstanding.

When coaches and athletes share the same feedback language, feedback conversations are less likely to feel like a threat and start feeling like a normal part of training.

GETTING YOUR CLUB FEEDBACK FIT

Feedback Fit Coaches are skilled in offering useful and effective feedback.

Feeling when offering feedback	Focus	Ability to influence change through feedback
Courageous	Purpose	80–99%
Confident	Practice	60–80%
Comfortable	Patience	40–60%
Clumsy	Permission	20–40%
Confused	Protection	0–20%

Feedback Fit Athletes are empowered to choose how they respond when receiving feedback.

Openness to receiving feedback	Willingness to have difficult conversations	Performance
Resilient	80–99%	Excellent
Receptive	60–80%	Good
Reluctant	40–60%	Inconsistent
Resistant	20–40%	Average
Rejecter	0–20%	Poor

The workshop helps coaches move up the scale, from protecting themselves and the athlete to offering feedback with purpose. It helps athletes move from rejecting feedback to becoming receptive and resilient, so they become more coachable.

HIGH PERFORMANCE FEEDBACK OUTCOMES

The workshop provides your Coaches, Team Managers and Committee Members with strategies to:

- Embed feedback as a core coaching tool that drives individual, team and club performance.
- Use a simple, step-by-step framework for the tricky conversations: selection, game time, effort, attitude and behaviour.
- Help athletes stop taking feedback personally and become more coachable.
- Offer feedback with greater confidence, without damaging trust or the relationship.
- Strengthen relationships between coaches, athletes, parents and the committee.
- Build a psychologically safe club environment where people feel safe to speak up.
- Create one common feedback language across every team and age group in the club.



THE HIGH PERFORMANCE FEEDBACK INCLUSIONS

Preparation Meeting with the Committee	✓
Delivery of 3.5-hour interactive 'High Performance Feedback' workshop	✓
A copy of 'High Performance Feedback' by Sue Anderson for every participant	✓
Access to additional resources such as books, TED Talks, podcasts and a copy of the presentation slides	✓
Debrief and recommendations with the Committee	✓
Up to 35 participants Happy to have participants from more than one club in the same workshop	✓

Sue's session was great. The feedback model and framework is established in an easy to understand, and importantly, easy to implement way.

Sam McPherson, Manager Facilities and Emergencies, Wellington Shire Council

WHAT'S INCLUDED

Preparation & Debrief Meetings with the Committee

These meetings identify any gaps that inform the specific areas of the content, so the workshop reflects your club, your sport and your athletes. The debrief meeting is an opportunity for Sue to provide recommendations moving forward.

Delivery of the 3.5 hour Live Workshop

The workshop runs for 3.5 hours and is live and interactive. There will be plenty of time for discussion and questions, with real examples from the training track and game day.

Copies of 'High Performance Feedback' by Sue Anderson

A hard copy of 'High Performance Feedback' is provided for every participant, so coaches can keep building their feedback skills long after the workshop.

Additional Resources

A carefully selected collection of books, articles, links to TED Talks, podcasts and a copy of the presentation slides. That way, participants can choose to dive deeper on the content, or not.

Who should attend

Coaches, assistant coaches, Team Managers, Committee Members and anyone in your club who has feedback conversations with athletes. Up to 35 participants, and participants can come from more than one club in the same workshop.



WHAT CLIENTS ARE SAYING

‘Sue Anderson delivered an exceptional workshop for a group of our netball court supervisors titled Unshakeable Court Supervisors. The session was highly engaging and professionally facilitated, with participants demonstrating strong involvement throughout. Attendees gained valuable skills and practical strategies to effectively manage challenging situations in the courtside environment. The feedback received was overwhelmingly positive, with many participants expressing interest in exploring opportunities to extend this program to other roles within their organisation, including umpires, coaches, and committee members.’

Jen Camilleri, Organisation Growth Lead, Netball Victoria

Sue delivered a very well packaged session adapted towards our group. It was insightful, useful, and enjoyable. I look forward to seeing how this is implemented in our organisation and believe it is going to be valuable to our team.

Michelle Robertson, CEO, RSPCA ACT

‘The training has provided our leaders with practical tools and greater confidence in delivering feedback conversations constructively and effectively. Sue’s professionalism, preparation, and authentic approach made the experience impactful for our staff, and we would highly recommend her facilitation services.’

Jessica Lawrence, Learning and Development Specialist, Mount Alexander Shire Council

Sue provided a highly energetic and interactive workshop with Feedback Fitness. Skills are transferable to all situations – Workplaces, sport and life in general. I highly recommend Sue.

Ros Weadman, Director, Marcomms Australia

Sue is a natural facilitator. She was so generous with sharing her frameworks, tips and links to further references.

Amy James, Portfolio Change Manager, WorkSafe Victoria.



HIGH PERFORMANCE *Feedback*

ABOUT SUE

Sue Anderson is a Speaker, Trainer, Author, Coach and Mentor. Sue has developed the unique **Feedback Fitness** framework, which provides a step-by-step structure to make sure feedback conversations promote psychological safety.

As an athlete herself, Sue also provides **mental skills coaching for elite athletes, including Olympians**. She knows the pressure athletes and coaches are under, and how much the right conversation, at the right time, can change a performance.

With qualifications in NLP, management, quality assurance, training and Neuro-Semantics, Sue's approach is accessible, fun and builds capability rather than taking a punitive or band-aid approach. Sue has worked in the area of resilience with children and adults since 2007, and is a qualified Mediator and Auditor.

Sue is the author of five books, ***High Performance Feedback***, *Feedback Fitness*, *The Unshakeable Leader*, *Unshakeable at Work* and *Unbullyable*. She has worked with more than 40 local councils, State Government departments and sporting organisations including Netball Victoria.

Outside of work, she is a keen (OK, obsessed) **runner**.



IF YOU ARE READY TO INVEST IN YOUR CLUB:

1. Reach out to Sue to set up a preparation meeting.
2. Choose your preferred delivery date.
3. You will receive confirmation, final terms and conditions, and an invoice.

Scan Me



If you have any questions, please contact Sue:

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www.sue-anderson.com.au

Sue Anderson^x