# **Employment Practices**









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## **Employee Feedback and Evaluation**

Sponsored by Cape Cod Municipal Human Resources Group and MIIA

### **Overview**

Delivering and receiving constructive feedback and performance reviews remain some of the most challenging workplace conversations. This dynamic session equips participants with practical skills to navigate these critical exchanges with confidence, resulting in increased trust, performance, and credibility.

Participants will explore the psychological barriers that make feedback difficult to give and receive—whether with colleagues, direct reports, or supervisors. Participants will learn techniques to deliver constructive feedback in ways that keep others open and receptive. The session also addresses how to effectively hear and process feedback, transforming it into opportunities for both performance improvement and stronger workplace relationships. Last, this interactive training will help managers reimagine performance reviews as powerful catalysts for employee growth and engagement rather than dreaded administrative tasks. Participants will gain essential skills to conduct meaningful

performance appraisals that drive measurable results while actively supporting employee development.

#### **Topics**

- Examine your personal mindset and emotional responses around giving and receiving feedback
- Distinguish between the three forms of feedback and when to use each effectively
- Apply best practices for delivering coaching and constructive feedback that drives improvement
- Develop greater receptivity to constructive feedback and use it for professional growth
- Create SMART goals that connect individual performance to broader organizational
- objectives
- Compose clear, specific, and actionable performance comments that provide
- meaningful guidance
- Recognize and mitigate common appraisal pitfalls and unconscious biases that compromise fairness

#### **Location and Time**

March 10th, 2026 1:00 - 3:30 p.m.

Barnstable Town Hall: Hearing Room (2nd floor) 367 Main Street Hyannis, MA 02601

#### **Presenter**

This training will be delivered by Cally Ritter who is the principal of Positive Ripple Training and Consulting. She is also a senior consultant and consortium member of Casey Hall Training Associates. Cally has spent more than 25 years as a leadership development facilitator, speaker, keynote and director of training. She works with forward-thinking organizations to inspire employees to make shifts in their thinking and behavior for greater work/life effectiveness. Cally engages her audiences with storytelling, humor, technology, and her contagious energy, and offers customized and dynamic sessions on topics such as communication, public speaking, stress/resiliency, performance management, harassment/discrimination, unconscious bias and much more. Cally has presented to the Red Sox, Reebok, Harvard University, Wellesley College, Tufts University, MA state agencies including Massport, MBTA, the State Auditor, Department of Developmental Disabilities, Cultural Council, Health Connector, MWRA and The Attorney General's Office. Additionally, Cally has been working with municipalities for 20 years including, City of Boston, City of Somerville, City of Newton, Brookline and countless other municipalities in NH and MA.

Cally is a Licensed Independent Clinical Social Worker (LICSW), has a bachelor's degree from Bucknell University and a Master of Social Work from the University of Pittsburgh,

**Accommodations** Please contact Lauren Stratton at 423-302-7787 at least 48 hours in advance.

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