MIIA Risk Management Training

Employment Practices





ON-SITE TRAINING

Providing and Addressing Feedback

Feedback can help teams grow, but only when people feel safe enough to give and receive it honestly. In this interactive 3-hour workshop, attendees will discuss the following:

- How to build a "learning zone" on their teams
- The mix of psychological safety and clear accountability that can transform feedback from something people dread into a tool for real improvement.

Participants will engage in guided practice and will discuss best practices with their peers. At the end of the session, they'll leave equipped with practical tools and next steps to apply in their departments.

Who should attend?
Municipal Supervisors and Human Resource Directors

Reward Credits This training qualifies the MIIA member for .5% MIIA Rewards credit under Public Officials Liability, School Board Liability or Law Enforcement Liability categories

Accommodations Please contact Mary Ann Marino 781-223-1870 at least 48 hours in advance.

DATE & TIMES

November 18, 2026
9:30 a.m. - 12:30 p.m.

LOCATION

Barnstable Town Hall
2nd Floor Hearing Room
367 Main Street
Hyannis, MA 02601

REGISTER

PRESENTER

Betsy Cowan Neptune
Betsy Neptune is co-founder of Neptune Coaching, an organizational development and executive coaching firm supporting public sector clients. Betsy has coached and consulted with public sector leaders across Massachusetts, including municipalities and state agencies, and serves as a contracted trainer for the Massachusetts Municipal Association. She holds an MPA from Harvard Kennedy School, is a Prosci Certified Change Practitioner, and is certified in the Fearless Organization Scan for psychological safety assessments.

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MIIA Risk Management

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