



Feedback Conversations™

Feedback Conversations™ provides organizational leaders with the skills to deliver feedback without triggering resistance and as a result, working relationships are strengthened.

Feedback conversations are critical to the health of organizations, and yet conducting these types of interactions is one of the most challenging aspects of leadership. Few leaders do it well and some do it hardly at all. In most organizations there is an urgent need for more feedback: feedback that recognizes excellence, builds on potential, and addresses lack of performance. Our one-day program explores the full range of feedback conversations, including those with a positive, corrective and developmental focus.

Why You Need This Program

Few leaders are really skillful with feedback conversations. Yet these types of conversations have a significant impact on morale and performance in organizations. Serious issues can arise when feedback is either avoided or handled badly. Each of those issues can affect the bottom line—even if the direct link is not immediately obvious. Here are some specific feedback-related problems:

- Leaders don't know how to give feedback.
- People get pressure from their boss to give corrective feedback to someone, but are reluctant.
- Feedback that is not being given causes problems.
- Team members do not feel acknowledged.
- Team members in organizations are left wondering how their performance is viewed—whether good or bad.
- The next generation coming into the workplace doesn't get the attention or development it needs.
- Feedback not given makes it difficult for team members to navigate the workplace.

Who should attend?

This program is designed specifically for organizational leaders interested in enhancing their capacity to develop others through effective feedback conversations.

The material is as suitable for senior leaders as it is for individuals assuming a leadership role for the first time.

Our Feedback Conversations Workshop has been specifically designed to have a major impact in a short time. We've made it quick, easy and simple. In a single day participants learn a powerful communications approach with practical skills that can be applied immediately.

What Participants Learn

- The secret element that multiplies the power of positive feedback
- The unique approach that makes corrective feedback easier to hear
- How to structure a feedback conversation to minimize resistance and maximize buy-in
- How to use feedback as a doorway to a coaching conversation
- How to handle defensive reactions

What Makes This Program Unique

- Participants practice their skills on actual leadership situations facing them.
- Leaders learn a model for handling feedback conversations successfully.
- Key concepts are demonstrated with video examples.
- Forty years of combined leadership expertise has gone into developing this workshop.



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