



CHANGE



Silence Isn't Golden **Illuminating the Real Power of Feedback**

Everyone believes that the ability to give and receive feedback is critical for success. Every organization wants to believe that giving and receiving feedback is one of their core competencies. Everyone wants those things to be true without actually having to deliver feedback. Believing in the importance of feedback isn't the same as people consistently acting like feedback pros.

If you can't remember the last time you heard someone in your organization say to another, "I'd like to give you a little feedback," without either of them looking nervous, this program is perfect for your attendees. During this session with Chris Clarke-Epstein, CSP, you'll experience the lighter side of feedback along with the serious implications giving and receiving feedback can have on careers, families, and futures.

This custom designed program filled with Chris Clarke-Epstein's well-known style—a balanced blend of humor and substance—will add to your meeting as an exciting opportunity for learning, involve attendees in positive participation, and ready them for practical action when they return to their offices.

Based on the needs of your group and the length of your program, **Silence Isn't Golden** may include the opportunity for participants to:

- Evaluate their feedback style and learn how it got that way
- Dissect a feedback script
- Practice the four skills of a feedback pro
- Examine the effect of SARA when receiving feedback
- Have fun
- Develop an individual action plan to turn today's ah-ha moments into practical action