

Constructive Feedback that Cultivates Relationships

Program Overview:

According to the Gallup Organization, the number one leadership behavior that affects morale and productivity the most is “not enough feedback.” This program targets this very need. Discover an eight-step method for being able to share either negative or positive feedback with someone, in a way that is open and honest, objective, and provided often—rather than offering feedback once or twice a year. Whether these discussions are performance-related or otherwise, these short and frequent conversations can truly not only enhance relationships, but demonstrate care and/or appreciation. Cultivate relationships by communicating the right message to influence positive behavior to continue or negative behavior to change.

Learning Outcomes:

- Enhance communication by realizing the purpose and benefits of providing both forms of constructive feedback.
- Discover barriers that prevent sharing negative and/or positive feedback to others—whether it relates to their performance or another concern.
- Decrease defensiveness by realizing why negative emotional reactions occur and how to best prevent them.
- Enhance productivity and results by learning and applying the eight steps for engaging in constructive feedback.
- Transform relationships using clear and concise conversations to influence positive behavior to continue or negative behavior to change.

Biography:

Tracy Butz, owner of Think Impact Solutions, is an inspirational keynote speaker, captivating author and successful consultant. She has more than 20 years of experience actively engaging both large- and small-size audiences including the US Army, Motorola, Shopko and Subway, just to name a few. Her reputable experience includes working 10 years as Director of Learning & Development, where she was accountable for talent management and employee development. Tracy also proudly holds the Certified Speaking Professional™ (CSP) designation, which is the highest honor in the speaking profession, held by only 12 percent of speakers worldwide. Tracy truly delivers the tools for today's world, helping to further engage employees, energize workplace culture, and empower high performance.