

**Feedback is a conversation in which we help ourselves and others stay awake during the “gradually” so that we arrive at our desired “suddenly.”**

Gradually then suddenly, organizations are experiencing tremendous change in the way they address performance management and in creating cultures of feedback. These organizations, driven by the people within them, are demanding that effective conversations start, and continue, happening.

Fierce Feedback teaches leaders a simple, impactful conversation model that provides the tools needed for consistent, detailed feedback that improves performance and engagement while enriching the relationship.

WITHOUT FIERCE FEEDBACK	WITH FIERCE FEEDBACK
Directing and telling	A conversation full of really asking, really listening
Little or no growth, limited development	Feedback-rich, development-rich, on-going growth
High turnover due to lack of feedback	Highly engaged and motivated employees

**What you’ll learn:**

- The difference between Feedback and Confrontation
- How to focus on behaviors in conversation to build relationships
- One conversation model guiding four conversations designed to create a culture of feedback

**Ways to learn:**



**ILT/VILT** 2 hour instructor-led training (in-person or virtual)



**On-demand** 1 hour self-paced online learning



**Blended** 1 hour on-demand plus 1 hour ILT/VILT application session

## The learning journey:

- WayPoints
- Conversations along the way to help us course-correct
- Enriching Relationships
- Creating a Culture of Feedback

## The learning model:

- Giving Feedback
- Asking for Feedback
- Receiving Feedback
- Praise

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**“We were lucky enough to be able to provide Fierce training to our entire organization, and it has been transformational in the way we communicate across our entire organization.”**

– Courtney Graham, Director of Human Resources, ReadyTalk

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Fierce Conversations is an award-winning leadership development and training company that drives results for business and education by improving workplace communication. Fierce Conversations creates authentic, energizing, and rewarding connections with colleagues and customers through skillful conversations that lead to successful outcomes and measurable ROI.

Let's connect! Contact [info@fierceinc.com](mailto:info@fierceinc.com) for more details.



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Fierce Inc. is certified as a women-owned business by the Women's Business Enterprise National Council and the Astra Women's Business Alliance.

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