

# THE HUMPHREY/ GROUP



**Inspiring Feedback™**

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## A Signature Learning Experience

Inspiring Feedback™ gives leaders a simple, structured model that enables them to give constructive feedback and welcome it from others. When participants learn to leverage feedback, they gain a powerful development tool that creates more engaged, higher-performing teams.



## Key Learning Outcomes

**In this Signature Learning Experience, participants receive the knowledge and tools to...**

- Understand what constructive feedback is and isn't.
- Commit to actions they can take to create a feedback-rich culture.
- Use a structured model to RECEIVE difficult feedback well.
- Use a structured model to GIVE both positive and negative feedback effectively.
- Adapt language and positioning for different audiences.
- Follow-up to increase accountability and application.
- Apply strategies for listening physically, mentally, and emotionally.
- Respond positively to difficult comments and questions in the moment.
- Use disarming techniques and empathy to create common ground.



## Participant Profile

**Inspiring Feedback™ is ideal for team leaders or individuals preparing to move into a leadership role who need to improve...**

- Effectively addressing performance problems and increasing overall team performance.
- Building relationships and developing trust with their team members.
- Creating a growth mindset-based culture where giving and receiving feedback is embraced.



*One of the best, most practical training programs I've attended in a long time.*

— Project Manager, Utilities Sector



# Program Modules

## **/ Create a Feedback-Friendly Environment**

Discover the components of a feedback-friendly environment and identify specific actions they can take to create a feedback-friendly environment at work.

## **/ Receive Feedback Constructively**

Understand the dos and don'ts of receiving feedback effectively and practice using a model for responding to difficult feedback.

## **/ Give Constructive Feedback**

Learn how to adapt language and positioning for different audiences and apply it using a model for giving constructive feedback.

## **/ Practice Your Delivery**

Practice giving and receiving feedback using the tools they've learned and gain feedback from the instructor in 1:1 coaching.

## **/ Inspiring Conversations**

Explore how difficult conversations and conflict situations can be used as leadership opportunities. Roleplay using the methodology learned in the program and receive feedback from the instructor and peers.



## **SPARK Your Learning with Tailored Program Add-ons**

We make it easy to tailor our programs to your specific needs with our extensive library of add-on modules.





# Choose Your Delivery Method

	Virtual	In-Person
<b>+</b> Timing	4, 1.5 hour live online sessions	2, 7 hour days
<b>+</b> Self-Directed Learning	Online prework prior to each virtual session	Access to program materials prior to the session
<b>+</b> Instructor-Led Sessions	Live virtual facilitation led by The Humphrey Group	Facilitation led by The Humphrey Group
<b>+</b> Coaching	30 minutes of 1:1 coaching	1:1 coaching in a group setting
<b>+</b> Self-Directed Sustainment	30-day access to self-directed modules and downloadable tools	30-day access to self-directed modules and downloadable tools

\*Hybrid delivery options are available  
 \*Available in English, French & Spanish

# Trusted by Top Organizations of All Sizes.



## The Humphrey Group Difference

- More than 35 years of experience
- Simple, applicable tool-based solutions
- Interactive, hands-on learning
- Feedback-rich development
- Flexible delivery options
- Access to self-directed sustainment
- Seamless experience through digital learning platform



## About The Humphrey Group

### We are the Leadership Communication Experts

Our singular focus on leadership communication guarantees a depth of expertise unmatched in the market. For over 35 years, The Humphrey Group has developed leaders to be better, more inspiring communicators, increasing their ability to drive results, increase engagement, and elevate organizational success. We are passionate about our purpose to create a more human workplace and a more human world through communication training. We design our solutions with the learner at the core, ensuring relevant and meaningful development.

#### CANADA

Calgary  
403.279.5566

Toronto  
416.362.0005

Vancouver  
604.568.7495

#### UNITED STATES

Milwaukee  
262.207.4788

#### MEXICO

Mexico City  
52.55.7645.6685  
(WhatsApp Business)

#### EMAIL

[contact@thehumphreygroup.com](mailto:contact@thehumphreygroup.com)

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HUMPHREY/  
GROUP**