



THE HARVARD CLUB
OF MALAYSIA

Delivering Better Feedback

Dr Anne Lytle
Lytle & Associates Pty Ltd

October 8, 2019
Sunway Clio Hotel, Bandar Sunway

HRDF: SBL Claimable - subject to PSMB terms and conditions

CRC
CHARLES RIVER CENTRE

DELIVERING BETTER FEEDBACK

We have been told time and time again that feedback is a key driver for individual performance and growth. But in the personal experience of many managers, our attempts at delivering critical feedback often go wrong, eliciting defensiveness and disengagement instead of learning and improvement. Insights from the neuroscience of behaviour change help us to understand why this is the case, and also provide clear recommendations of how to maximise the chance of both giving and receiving critical feedback successfully to create motivation and maximise performance.

OVERALL OBJECTIVES

- To understand why the delivery of feedback can go wrong and what to do about it
- To learn how to frame feedback to create social rewards
- To introduce a simple tool for the delivery of both confirming and corrective feedback
- To improve your ability to manage your own reactions when receiving critical feedback

MODE OF LEARNING

The workshop will be practical and experiential in its nature, including activities, simulations, role-plays, application discussions, case studies and/or video inputs. The workshop will include a series of action planning sessions of how each participant can apply the recommendations and tools to their own workplace situations.

WHO SHOULD ATTEND

This program will benefit:

- Leaders who want to bring ongoing improvement and better performance across their teams
- Leaders who want to master the people skills to successfully manage a team
- Leaders who want a framework on how to deliver better feedback
- Leaders desirous of learning how to better manage their own reactions in receiving critical feedback

DETAILED PROGRAM

Session 1:

Setting the stage

- Welcome
- Agenda & objectives
- Your goals

Delivering difficult messages: The neuroscience of feedback

- Your experiences
- Brain basics: Red vs. Green brain
- Understanding the anatomy of an amygdala hijack

Session 2:

Why feedback goes wrong: The SCARF model

- Uncovering the drivers of defensive reactions: SCARF threats
- Practical application – Neutralising SCARF threats

Session 3:

Learning the FECA framework

- The importance of the frame
- Elements of effective feedback
- Practical application – FECA role plays

Session 4:

Receiving feedback: Managing your own reactions

- What is your usual reaction?
- Reframing stress: Stress mindset
- Controlling yourself with Mindshifting

Review & Reflection

- Creating new habits - Action planning

PROGRAM TIMETABLE

8:30am:	Registration
9:00am-10:30am	Session 1
10:30am-11:00am	Coffee Break
11:00am-12:30pm	Session 2
12:30pm-1:30pm	Lunch
1:30pm-3:15pm	Session 3
3:15pm-3:30pm	Coffee break
3:30pm-5:00pm	Session 4
5:00pm-5.15pm	Review & Reflection

INSTRUCTOR



Dr Anne Lytle

Anne received her BSc in Neurobiology and Behaviour from Cornell University and her MSc and PhD in Negotiation and Conflict Management from the Kellogg Graduate School of Management at Northwestern University. Over the past 25 years, Professor Lytle has taught, presented, and consulted in organisations and universities across the globe. Her research and teaching focuses on culture in negotiation, conflict resolution and organisational decision-making.

She has delivered some of the highest rated programs at business schools including the Kellogg Graduate School of Management at Northwestern University, the Ross School of Business at the University of Michigan, the Hong Kong University of Science and Technology, AGSM, the Melbourne Business School and now as Professor of Leadership at the Monash Business School at Monash University.

Anne is the Managing Director of Lytle and Associates Pty Ltd, working with public, private and non-profit organisations across negotiation, conflict management, emotional intelligence, leadership and managing people for high performance. A sample from her diverse list of clients includes Air New Zealand, ANZ Bank, APM Terminals, AFP, BHP Billiton, Boeing Corporation, BT Financial Group, Care Australia, City of Wagga Wagga, David Jones, DSTO, eBay Inc., Fenton Stephens, Goodyear Dunlop, KPMG, Metcash, Network 10, Pfizer, Qantas, RANZCO and Telstra.

Anne has published in top academic journals, is an active member of the Academy of Management and is a board member and Past-President of the International Association for Conflict Management.

As in all of Professor Lytle's training and development initiatives, she strives to deliver value to her clients beyond the fun and informative workshop, with the objective of creating visible behavioural change for each participant. There is no question that sustainable behavioural change in any competency area is not easy, requiring practice and repetition to reprogram the neuronal pathways in the brain. In all of her workshops,

Anne attacks this problem head-on, encouraging participants to engage in the practice of "doing something differently" through the creation of concrete, specific and realistic action plans. In addition, she works with clients to diagnose the structures, systems and environment surrounding participants that will support or inhibit the desired changes. Follow up is critical and Professor Lytle works with clients to create sustainable organisational or peer support structures to maximise the application of learning and knowledge far after the workshop is over.

COLLECTION OF PROGRAM MATERIALS

All fees are due prior to collection of program materials. Program materials are available for collection by participants in Bandar Sunway from CRC's office a week before commencement of program. Participants who do not collect their program materials will receive them at time of registration.

REGISTRATION

Register for the program by completing the registration form and submit

- By email: **info@charlesrivercentre.com**
- By fax: 603-5635 8633
- By post: **Charles River Centre Sdn Bhd,**
No. 5, Jalan Universiti, Bandar Sunway,
47500 Selangor Darul Ehsan, Malaysia
- For further information:
Call Karen / KC at
603-7491 8659 or 017-387 2819

CANCELLATION AND REFUND POLICY

All cancellation must be submitted in writing to CRC prior to commencement of program to receive full refund and subject to the following:

- 30 days prior to commencement – full refund
- Less than 21 days prior to commencement – 50% refund
- Less than 14 days prior to commencement – no refund, substitution is allowed provided CRC is notified in writing

FILMING, RECORDING AND PHOTOGRAPHY

Filming, video recording or photograph-taking while the program is in session is strictly prohibited.



THE HARVARD CLUB
OF MALAYSIA

REGISTRATION FORM
DELIVERING BETTER FEEDBACK
8 OCTOBER 2019

Name (Mr/Mdm/Ms): _____

Name To Appear On e-Certificate: _____
(PLEASE WRITE IN SCRIPT)

Name To Appear On Tag : _____ H/P No. _____

Designation: _____ Tel No. _____

E-mail: _____ Fax No. _____

Organization Name: _____

Business Address: _____

PROGRAM FEE (Please _____ the appropriate checkboxes)

<input type="checkbox"/>	Group Discount (minimum 3 participants)	<input type="checkbox"/>	Early Bird (payment by 15 Sept 2019)	<input type="checkbox"/>	Standard
Program Fee	RM1,850	Program Fee	RM1,950	Program Fee	RM2,050

Payment is due prior to commencement of program and must be made by crossed Account Payee cheque or Bank Transfer Or Government Local Order and issued in favor of "Charles River Centre Sdn Bhd".

Payment by Cheque / Local Order No: _____ for RM: _____

Contact Person: _____ Tel No: _____ Fax No: _____

E-mail: _____

Signature: _____ Company Stamp: _____ Date: _____

HOW DID YOU LEARN ABOUT THIS PROGRAM?

- | | |
|--|---|
| <input type="checkbox"/> Nominated by HR | <input type="checkbox"/> Media / Digital Advertising |
| <input type="checkbox"/> CRC's website | <input type="checkbox"/> E-mail from CRC |
| <input type="checkbox"/> Recommendation from colleagues / associates | <input type="checkbox"/> Others: Please specify _____ |

PLEASE TICK IF APPLICABLE

Vegetarian meals required

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OTHER INFORMATION

CRC reserves the right to use photographs taken during the program and names of participating institutions for promotional purposes and reserves the right to change without prior notice any statement in the brochure concerning, but not limited to, rules, policies, fees and curriculum.

Charles River Centre Sdn Bhd

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