



WORKSHOP 4

Building Effective Feedback Loops

Even when feedback is delivered with the best intentions, people often perceive it as a threat to their competence and identity. The hard truths they need to hear are the same ones that make them defensive. And when leaders don't know how to receive feedback well, it erodes the psychological safety teams need to perform.

The business case is clear: employees who see their employer act on feedback are 75% more likely to trust leadership.

This hands-on workshop equips participants with Heather's Cycle of Active Listening™—a framework for giving feedback that lands and modeling how to receive it in ways that strengthen team culture.

Participants will experience an instantly applicable shift in their ability to:

- Disarm defensiveness before delivering difficult feedback
- Create the conditions where feedback is heard as growth, not attack
- Stay open to hard truths without shutting down or getting reactive
- Close the loop, so people know their input actually mattered

Tools:

- **The Art of Active Listening book**
- **Feedback Assessment**
- **DISC Assessment**



“Hold onto your seats!

Hold onto your seats. Whether it is during her acclaimed TEDx talk, a workshop, her podcast, or 1:1 conversation, Heather brings powerful insights that can improve your professional results. What I've come to realize is her power doesn't come from her education as a lawyer or considerable corporate experience, but from a deep connection to who she is and what matters to you. Her ability to bridge, with heart and understanding, her experiences with your needs is what makes her unique and sets her apart from other experts in her field. I look forward to continuing to learn from Heather and future opportunities to collaborate.

JOE KWON | Associate Director, Global Quality and Risk Management, Information Protection, KPMG