

# Advanced Voices® Workshop: The next level in feedback analysis, interpretation & coaching

The Voices® 360° feedback instrument is a powerful and complex tool and it takes some time for feedback facilitators and coaches to feel comfortable with helping all kinds of learners through that process. This advanced workshop is designed for current internal coaches who work with the Voices® 360° tool to get more in-depth experience and learning around that process. You will learn from working with more complex and advanced cases, learning how to integrate new approaches and insights into your coaching and more tips about handling the wide variety of learner responses to their feedback.

**The Advance Voices workshop** will help improve your effectiveness at feedback analysis a broader approach to development coaching.

Participants need to already be certified in the Voices® 360° feedback tool and have personal experience in facilitating the feedback process for at least 10 learners, as well as having personally gone through the Voices® 360° feedback process as a learner themselves. We will introduce you to new resources to help with the coaching process and you will get hands-on experience on more complex feedback reports and situations, and insight on how to look at the data in the reports and interpreting the data with the learner. Participants are encouraged to bring examples of difficult feedback situations they have had in the past so we can work through those and provide you with assistance in addressing similar situations in the future.

## **Participants will learn:**

Gain more experience and confidence in your ability to facilitate Voices® 360° feedback sessions and handle a wider variety of learner responses in this advanced workshop.

- Deepen your understanding of the Voices® tool and feedback data and a variety of tactics you can employ while facilitating the feedback.
- Revisit the ABC coaching model and how it relates to feedback coaching.
- Get exposure to ***Broadband Talent Management*** and how employing it broadens your options beyond the traditional development planning solutions for improvement.
- Hands-on experience via role playing facilitating and receiving feedback right in class
- For those organizations that use the MBTI, learn the linkages between MBTI and the competencies and the tools that are there to help you integrate them into your coaching.
- If it's been a while since you were certified, this advance class serves as a great refresher on some of the newer tools and techniques that can be helpful to employ in facilitating Voices® feedback and coaching

## **Course details:**

**One-day course:** Class hours are 8:30 AM – 4:30 PM

## Who should participate?

This is an advanced workshop for internal Voices® 360° feedback coaches and facilitators who wish to get a more in-depth understanding of feedback analysis and interpretation and more ideas about enriching the subsequent development coaching. Certification in the Voices® 360° feedback tool is required. Participants should have also personally have facilitated the Voices® 360° feedback process for at least 10 learners and have participated in the the Voices® process as a learner themselves. **PLEASE BRING YOUR PERSONAL Voices® 360° FEEDBACK REPORT TO THE TRAINING WORKSHOP.** You will not be sharing the report with others, but you will use that report to gain additional insights into your own feedback and to some of the tools.

**Dress:** Business Casual/casual – yes, jeans and sandals are okay (we mean it - this IS California after all!)

**Meals:** Coffee/tea, lunch and refreshments will be provided

## **Shipping:**

If you have flown to this workshop and you wish to ship your materials home rather than carrying them, boxes will be available at the end of the workshop. If you have a FedEx or UPS account - be sure to bring your account number to make that process easier.

## **Materials used in this course include:**

- Leadership Architect® Research & Interpretation Placemats
- *Broadband Talent Management* book and laminated reference guides
- Career Architect® Development Planner book (4<sup>th</sup> edition)
- Career Architect® Development Placemat
- *YOU: Being More Effective in Your MBTI Type* book
- Workshop manual
- Advanced sample Voices® 360° feedback reports

Please note that participants may not share course materials. Each participant is required to use current products in this workshop.



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Talent management for today and tomorrow



## REGISTRATION FORM: 2009 Advanced Voices® Workshops

Apr 29     Jul 28     Oct 15

**Prerequisite: Prior Voices® certification, facilitation of at least 10 Voices feedback reports & personal participation in Voices® as a "learner".**

Name: \_\_\_\_\_ Organization: \_\_\_\_\_  
 Title: \_\_\_\_\_ Department: \_\_\_\_\_  
 Address: \_\_\_\_\_ Email: \_\_\_\_\_  
 \_\_\_\_\_ Phone: \_\_\_\_\_  
 City \_\_\_\_\_ FAX: \_\_\_\_\_  
 State: \_\_\_\_\_ Zip: \_\_\_\_\_ Website: \_\_\_\_\_

**Registration:** Early course fee of \$799.00 payable to: **The Crawford Group. Registration form and fee must be received four (4) weeks prior to course date to get discounted rate.** Individuals who register after the 4 week prior deadline date will pay the regular price of \$1000.00 for this workshop. Fees are due and payable at the time of registration. Email or fax the registration form. You may pay for your registration fee with a credit card via PayPal on our website, or mail your check to: The Crawford Group, PO Box 131284, Carlsbad, CA 92013. For business checks, please be sure to include the name of the course and participant on/with the check

**Materials Fee:** Approximately \$350.00 plus tax and shipping. **Once your registration and fee have been received, we will order your materials directly from Lominger International.** Materials will be shipped to The Crawford Group and brought to the course site for you. Lominger International will charge your credit card directly for the materials ordered. Please provide your credit card information.

**Credit Card:**        \_\_\_ VISA        \_\_\_ MC        \_\_\_ AmEx

**Account #** \_\_\_\_\_

**Name on the Card** \_\_\_\_\_

**Expiration Date:** \_\_\_\_\_

**Trainer:**            **Lisa Crawford will be the trainer for this workshop**

► Please complete this registration form and **FAX it to The Crawford Group at 253.679.5625** to hold your place in the class. Your materials will be ordered once your payment has been received.

**Our Cancellation Policy:** Cancellations made during the ten working days prior to the workshop will forfeit the registration fee. All cancellations must be received via fax or email. Substitutions of employees from within the same organization are welcome. Unopened materials may be returned to Lominger International **only with their approval.** They are subject to a re-stocking fee.

Once your registration process is complete and your materials ordered, you will receive a confirmation email with additional information and directions. For your convenience if you are traveling here, training sessions always take place in hotels, so, based on availability, you should be able to stay in the same location if you desire.

If you have additional questions, please call Lisa Crawford at 760.476.1552 or email her at [lisa@thecrawfordgroupinc.com](mailto:lisa@thecrawfordgroupinc.com)

**We look forward to seeing you at the workshop in gorgeous San Diego!**