

# Voices® 360° Feedback Interpretation & Coaching Certification

What are the best practices for creating and delivering timely and accurate 360° feedback?

**Voices®** is Lominger International's research-based and experience-tested solution for providing 360° feedback to help participants understand what they need to be successful in their careers. Built on the **Leadership Architect®** competencies as well as the Career Stoppers/Stallers, this easy-to-use web-based tool collects feedback from a wide variety of people around you and rolls it up in a comprehensive report from which you would create a development plan.

Prior to participating in this workshop, you will go through the **Voices®** 360° feedback process yourself and a comprehensive feedback report will be compiled for you. During the first day of this experiential workshop, you will learn all about setting up the process, the feedback instrument itself, the research behind it and all the details of the report, as well as a variety of developmental strategies. On the second day, you will have extensive, real-life practice - being both the feedback facilitator and the learner - as you receive feedback and facilitate a coaching session with a partner in the class.

## **Participants will learn how to:**

*Attendees will be equipped with the skill set needed to facilitate the Voices® 360° feedback process in their own organization, and will have also received their own 360° feedback*

- Read, understand and interpret the **Voices®** feedback reports and provide meaningful and constructive feedback to the learner
- Provide feedback – you will learn to anticipate learner reactions as you guide them through their data and you'll quickly derive patterns from the data and become skilled at anticipating learner responses
- Receive feedback – you will gain a deeper understanding of the mechanics of the reports as well as a real understanding of what it is like to be the learner in this situation.
- How to apply *Broadband Talent Management* as you broaden your toolkit with the 16 different ways to address a learner's needs
- Implement a variety of development strategies for different situations
- Utilize best practices around the administration and facilitation of 360° feedback
- Utilize tips for preparing for your feedback meetings as well as a variety of methods for following up

## **Course details:**

**Two-day course:** Class hours are 8:30 AM – 4:30 PM each day. Participants must attend the entire two days to be considered **Voices®** certified.

**Lisa Crawford** will be the trainer for this course

## **Who should participate?**

Any individual who will be facilitating 360° feedback and coaching sessions. **Completion of Leadership Architect® 101 or certification in the Career Architect® is a prerequisite. Prior experience in individual coaching is also required.** Lominger International and The Crawford Group do not certify consultants on any restricted products.

**Dress:** Business Casual/casual – jeans and sandals are okay (this IS California after all!)

**Meals:** A continental breakfast and lunch will be provided each day

## **Shipping:**

If you have arrived by plane 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 with you expedite that process.

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

- *FYI: For your Development™* book (4<sup>th</sup> edition)
- Leadership Architect® Competency Sort Cards (version 4.1b)
- *The Leadership Machine* book (© 2002)
- Career Architect® Development Planner book (4<sup>th</sup> edition)
- Career Architect® Development Placemat
- Research Interpretation guide
- Leadership Architect® Sort Cards Quick Reference Guide
- *Broadband Talent Management* book and coaching guides
- Workshop manual and sample feedback report

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



*Talent management for today and tomorrow*



Talent management for today and tomorrow



# REGISTRATION FORM: Voices® 360° Feedback Certification - 2009

- Feb 4-5
- Apr 15-16
- June 24-25
- Sept 23-24
- Nov 18-19

**Prerequisite: Leadership Architect® 101 or Career Architect® certification**

Each participant must complete the Voices® Feedback process prior to participating in this workshop

Name: \_\_\_\_\_ Organization: \_\_\_\_\_

Title: \_\_\_\_\_ Department: \_\_\_\_\_

Address: \_\_\_\_\_ Email: \_\_\_\_\_

\_\_\_\_\_ Phone: \_\_\_\_\_

City \_\_\_\_\_ FAX: \_\_\_\_\_

State: \_\_\_\_\_ Zip: \_\_\_\_\_ Website: \_\_\_\_\_

**Registration:** Early course fee of \$1099.00 payable to: **The Crawford Group. Registration form and fee must be received six (6) weeks prior to course date to get discounted rate.** Individuals who register after the 6 week prior deadline date will pay the regular price of \$1600.00 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 \$400.00 plus tax and shipping. Plus \$295.00 for the administration of your own Voices® process. Once your registration fee has been received, we will order your materials and initiate your Voices® process directly from Lominger International. Course 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 and for Voices® processing. Please provide your credit card information.

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

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

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

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

► 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. **REGISTRATION FOR THIS CERTIFICATION MUST BE RECEIVED 6 WEEKS IN ADVANCE OF THE CLASS IN ORDER TO HAVE TIME TO COMPLETE THE VOICES PROCESS FOR EACH PARTICIPANT**

**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 you have been 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!**