



**FIFTH
PILLAR**
CONSULTING

A culture-building event is a proven way to spark a sense of community and purpose in a group. But what happens after that? How can you maximize the impact of this work in terms of individual and group development? The Feedback IQ Program offers a solution that encompasses both group work and individual coaching.

What is Feedback IQ?

- *Feedback IQ refers to the skill an individual/organization brings to the process of giving, receiving, and facilitating feedback with colleagues*

Why does it matter?

- Organizations that prioritize honest, insightful feedback are learning organizations. They respond better to the changing demands of a complex, competitive ecosystem.
- Many leaders long for a “feedback culture” but fail to invest in feedback as a distinct skill set in their employees. The Feedback IQ program gives leaders something to measure and benchmark towards real progress.

What is the Feedback IQ program?

- A hybrid of staff training and team development that will create lasting gains in employee engagement and satisfaction
- Assessment of your organization’s current culture of learning and communication
- Six individual coaching calls plus 3 team culture-building sessions over the course of 8 weeks.
- The focus is developing feedback and communication strategies that contribute to the well-being of the organizational culture. These skills include:
 - **Receiving quality feedback with grace (Soliciting, implementing)**
 - **Communicating feedback in a way that can be received and implemented**
 - **Shared leadership and facilitation skills**
- Team members are able to practice solving problems, sharing leadership, and exchanging feedback during experiential group initiatives.

Feedback IQ Roadmap

Culture-building and assessment sessions (4-6 hours)

- A series of fun and challenging activities designed to encourage group cohesion and strengthen relationships
- An opportunity to practice and discuss the role of feedback and communication at your organization

Individual coaching calls: six (1-hour) calls over 6 weeks

Session 1: Empathetic Listening Skills 101

- Effectively Soliciting and implementing feedback
- Reflective listening

Session 2: Compassionate Conveyance 101

- Recognizing and working with resistance
- The samurai sword: Using fewer words to create deeper impact

Session 3: Integrative Facilitation 101:

- Creating an emotionally safe environment
 - Establishing boundaries
 - Foundational leadership and facilitation skills

Session 4: Empathetic Listening Skills 201

- Discerning quality/actionable feedback
- Process for implementing feedback effectively

Session 5: Compassionate Conveyance 201

- Preferred communication patterns of colleagues
- Recognizing resistance Part II

Session 6: Integrative Facilitation 201

- Becoming an agent of feedback culture
- Recognizing our impact in groups
- Building attunement
- Goal setting and closure

Pricing begins at \$5000 + \$900 per person. Custom programming can be arranged to meet your needs and your budget. Call now to speak with a consultant: 828-575-3587