



The Art and Science of Feedback

This 5-hour workshop will be delivered virtually over two days!

October 18 & 19, 2023 | 10:00am-12:30pm (both days)

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DESCRIPTION: Whether we are giving feedback or receiving it, I think we can all agree on one thing – a conversation involving constructive feedback is difficult! Our bodies have a physical defensive response during times of stress and it's important to understand these defenses if we are going to accept feedback for what it's intended to be – an opportunity to learn and grow in our roles.

In this training, we will discuss the ways in which we can create a culture of feedback that allows our entire team to practice receiving this type of constructive information. When we are in a place where our defenses are lowered, we can truly listen and engage with the feedback. As leaders, one of the best things we can do is model how to receive feedback to our teams. In doing so, we can encourage everyone to remain in a place of continued learning and growth on both a personal and professional level. When we keep our eyes on the goal of helping our team grow and develop, feedback no longer becomes something to be feared, but instead is an engaging and constructive two-way dialogue.

Learning Objectives:

- Discovering techniques to help you stay calm during a difficult conversation and help defuse an emotionally charged situation.
- The science behind how our brain and bodies react to stress, including how our communication processes are impacted.
- Understanding how defensiveness surfaces and learning techniques to decrease your own defenses, as well as mitigate defensiveness in others.

AUDIENCE: New or upcoming supervisors, and seasoned supervisors seeking a refresher (WCRP members only). Registration Required.

REGISTRATION CAP: Limited to 30 attendees.

VIRTUAL WORKSHOP EXPECTATIONS:

- This workshop is composed of two 2.5-hour sessions, requiring attendance both days.
- There is a high level of participation and interaction, therefore, attendees will need to join from devices with camera, microphone, and chat capabilities.
- Group attendance is not permitted for this workshop due to the interactive nature. Attendees will need to sign into the virtual event from their own devices individually.
- This workshop will not be recorded, and recording is not permitted.

REGISTRATION & FEES: This workshop is available to WCRP members only, at no charge. Attendees must pre-register to attend. **\$25 no-show fee may be assessed if cancellation notice is not received 24-hours prior to the workshop or if the attendee does not attend both days.** To learn more, visit [WCRP's Registration and Fees, Invoicing and Cancellation Procedures](#) webpage.

Attendees must pre-register to attend. Register online at www.wcrp.info: Hover over the Member Services tab and click on Training to access the list of current offerings. The online registration form is accessible under each training title; select the link to be directed to the WCRP Events & Training Online Registration Form, then carefully select the event you wish to attend and complete the online form. A waitlist will be enabled when a specific training is full and we encourage you to sign up in the event of a cancellation.

QUESTIONS?

Contact the WCRP Member Services team: MemberServices@wcrp.wa.gov or (360) 292-4490