

# The Feedback Shift

# TFS™

## Create a culture of continuous improvement.

Designed to impact all levels of an organization, **The Feedback Shift** will teach you and your team how to effectively give and receive regular informal feedback and set your organization up to focus on positive communication that builds stronger relationships.

### Feedback is a gift.

Self-awareness is a key building block in self-improvement. But self-awareness doesn't occur in a vacuum. That makes feedback critical. But only if it's brain-friendly feedback—the effective and impactful kind. **The Feedback Shift** challenges talent at every level of your organization to take a hard look at their feedback habits and learn to turn them around.

## Program Highlights

**Duration:** 4-hour session + 90-day habit reinforcement package

**Designed for:** All leaders + their teams

**Designed to:** Motivate people to provide regular, informal and effective feedback

**Delivery:** TFS is scalable, customizable to your culture and designed so it can be led by us or internally by you

**C.A.R.E. Focus:**

RELATIONSHIP



*TFS is part of the C.A.R.E. model, a proprietary cultural diagnostic tool designed to help you map simple behavioral leadership improvements your organization needs to build psychological safety*



**12%**

HOW MUCH PERFORMANCE CAN IMPROVE WITH INFORMAL FEEDBACK<sup>1</sup>



**50%**

HOW FEW PEOPLE ACT ON FEEDBACK THEY RECEIVE<sup>2</sup>

Why? Barriers to accepting feedback:

**Fear**

**Threat**

**Negativity**

**Timing**

1. Goldsmith, Marshall. What Got You Here Won't Get You There. Hyperion 2007.  
2. Ibid.

# Sparking change and making it stick.

Whether you're in senior leadership or an individual contributor, everyone can improve personal effectiveness by tackling the challenge of feedback. **The Feedback Shift** is a scalable experiential exercise designed to open eyes, encourage, re-train and reinforce how to effectively give and receive regular, informal feedback, helping to cultivate a healthy feedback culture in your organization.

There's no substitute for learning by doing, so that's exactly what **The Feedback Shift** guides you to do. Experiential exercises. Real-time simulations. Virtual reinforcement. These hands-on tools are designed to inspire self-improvement and clear the way for your team to build relationships founded on positive communication.

## You and your team will learn

- Your current feedback habits—good and bad
- The science behind why feedback is challenging
- How regular, informal feedback improves performance
- How to effectively give and receive feedback
- How to use a consistent feedback model
- How to create a culture of feedback



*"A situation came up where I received constructive feedback from a co-worker and my initial reaction was to be defensive. I realized I have never taken the time to reflect on feedback that I receive. Prior to your meeting, I would have gone into the defensive mode, but instead I thanked her and took the weekend to reflect and put an action plan together so in the future I don't alienate anyone when working in a group."*

— The Feedback Shift participant

*"If I had done this two years ago, I wouldn't be divorced right now."*

— The Feedback Shift participant



DX Learning Solutions is founded on the radical belief that self-awareness and people-first thinking are the building blocks of transformative leadership. Our programs bring together neuroscience and learning-by-doing to inspire self-improvement, showing you and your teams how to break from the bad and learn to lead by looking out for your people.

## Contact us today to learn more.

312-228-8027 | [info@dx-learning.com](mailto:info@dx-learning.com)

29 E. Madison St. Suite 615  
Chicago, IL 60602