

## Sheila Heen

CEO, Triad Consulting, Co-Author, *Difficult Conversations* and *Thanks for the Feedback*

Sheila is a Founder of Triad Consulting Group and has been on the Harvard Law School faculty since 1995. Sheila's corporate clients include MetLife, Pixar, Tatweer of Dubai, BAE Systems, Unilever, John Deere, the U.S. Federal Reserve Bank, Cisco, Novartis, and numerous family businesses. She often works with executive teams, helping them to work through conflict, repair working relationships, and make sound decisions together. In the public sector she has also provided training for the New England Organ Bank, the Singapore Supreme Court, the Obama White House, and theologians struggling with disagreement over the nature of truth and God.

Sheila has spent more than twenty years with the Harvard Negotiation Project, developing negotiation theory and practice. She specializes in particularly difficult negotiations – where emotions run high and relationships become strained. Sheila is co-author of two *New York Times* bestsellers, *Difficult Conversations: How to Discuss What Matters Most* (Penguin 2000), and the recently released *Thanks for the Feedback: The Science and Art of Receiving Feedback Well (Even When It's Obnoxious, Unfair, Poorly Delivered, and Frankly, You're Not in the Mood)* (Penguin 2014). She has written for the *Harvard Business Review* and the *New York Times* as a guest expert and as an essayist for the popular Sunday feature *Modern Love*.

Sheila has had the chance to appear on shows as diverse as Oprah and the G. Gordon Liddy show, NPR, Fox News, and CNBC's Power Lunch. She has spoken at Apple, Google, Microsoft, and the Global Leadership Summit.

Sheila is a graduate of Occidental College and Harvard Law School. She is schooled in negotiation daily by her three children.