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**Delivering Effective Feedback with Empathy.** Develop the skills to support and co-create your colleagues' success. Delivering effective feedback is a valuable life skill. Feedback can be empowering, inspiring and can drive an individual, and their team, towards fantastic success.

However, if delivered in the wrong way, feedback can be divisive, demotivating, and destructive. And when we avoid giving feedback to spare someone's feelings, the eventual outcome can be just as damaging.

Learning Objectives:

- Discover the four elements required to create psychological safety so that your feedback is well-received
- Gain insights from powerful personal stories and statistics on how feedback affects motivation and performance
- Explore the repercussions of poor feedback styles such as The Drive-by, The Comparison, The Public Humiliation, and The Wrecking Ball
- Take away an effective strategy for delivering feedback as an individual contributor

After this session, you'll feel renewed energy and enthusiasm for giving and receiving feedback. You'll have a deeper insight into the role your personality plays when delivering feedback and will be able to take steps to optimise your performance. You'll learn some effective frameworks for sharing feedback in a way that gets results.

**Inclusive Leadership: Develop Cultural Awareness, Create Psychological Safety and Unleash the Potential of Your Global, Remote Teams.** Inclusive leadership is essential for success in today's complex, dispersed and diverse workplaces. Inclusive leaders create a sense of belonging for all employees, regardless of their background, location or identity. This leads to increased engagement, happiness, and productivity. If you want your organization to succeed, you need to equip your leaders, and their teams, with the skills and knowledge to communicate inclusively.

Learning Objectives:

- Understand the need for inclusive leadership, the six key traits of inclusive leaders, and how to translate those traits into essential behaviours
- Learn to develop a psychologically safe environment that supports innovation and creativity
- Develop cultural awareness and use language that is respectful and inclusive
- Recognise the power of inclusion nudges for remote and in-person teams, and learn some simple but effective strategies for running inclusive meetings

After this session you'll feel better able to support your remote, diverse, cross-cultural teams, creating an environment of understanding, innovation and high performance. This session may also be delivered with a focus on Inclusive Communication, making it appropriate for individual contributors, mixed teams and whole company keynotes.

**Human Skills for the Future-Ready Workplace.** This keynote explores how emotional intelligence skills — in particular, empathy and self-awareness — can create a successful, high-performing workplace culture. Enlightened leaders focus on the whole person rather than on task accomplishment. Through understanding, emotional intelligence, and other 'power' skills, we can create environments of belonging, innovation, and productivity. This is an interactive keynote with opportunities for reflection and stories to help land the learning.

Learning Objectives:

- Understand the benefits of an emotionally intelligent approach to overcoming differences and creating cohesion

- Recognise the value of self-awareness and self-regulation in the workplace
- Create a link between empathy, feedback and performance
- Gain insight into the generative power of encouragement and effective communication

This session helps your emerging and established leaders understand why it's so important to recognise the whole person and develop stronger bonds with their teams. They'll walk away with the practical relationship tools and transformational insights that facilitate success in workplaces of increasing complexity and technological advancement. Keynote may be additionally customised by mapping your corporate values onto the discussed skills and behaviours.

**Elevating Empathy: The Power of Effective Listening.** Walk away with the tools and the inspiration to become a more respectful and understanding leader, manager, or individual contributor. During this highly beneficial keynote, you'll explore the vital components of empathy, how to be a better listener and how to develop compassion. Deepen your relationships and provide support for colleagues, friends and family.

Learning Objectives:

- Explore data points that emphasise the importance of empathy and perspective-taking for workplace success
- Participate in powerful self-reflection exercises to learn more about your style of listening and your listening strengths and weaknesses
- Find out how empathy and listening support diversity, inclusion, engagement, retention and innovation in the workplace
- Explore the themes of curiosity, courage and being a catalyst for change

This session will help create an environment of understanding, lower resistance to change, and will prepare your employees for further interventions in the areas of D.E.I., Wellbeing, Emotional Intelligence, Kindness, Leadership Effectiveness and Respect in the workplace. Participants will take away frameworks and tools for approaching others with compassion, and communicating across differences.

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