

Post Learning Session Debrief - Client & Participant Feedback

What did you like about the session?

- ❖ Self-assessment
- ❖ Thinking about conversation in different “buckets”
- ❖ Flipchart activity was powerful
- ❖ Conversation models
- ❖ Planning a conversation is crucial
- ❖ Working together to complete activities
- ❖ Scenarios/skill practice
- ❖ Using our own scenario to frame the session

- ❖ I love the psychological safety thing. We don't talk about it here. At the end of the day if you aren't giving people a chance to respond, you won't get to that.
- ❖ How can we leverage the individual? Let's talk about what just happened...it's in “that moment.” We started to experience the scenarios- it's the critical moments.
- ❖ I would like to bring this to the business side.
- ❖ Thinking of levels from leader of teams to executives, would it resonate? Yes.
- ❖ Self-assessment and then the tools I can use.
- ❖ Complete the session in work groups. Focus on areas of improvement in their group. Snag them while in the room.