



# SHOLA KAYE

## Keynotes & Training

Culture Change, Communication & DEI

### **CULTURE, LEADERSHIP COMMUNICATION, PERFORMANCE: DELIVERING EFFECTIVE FEEDBACK WITH EMPATHY**

**Develop the skills to support and co-create your colleagues' success (Session is suitable for all employees, not just managers)**

At work and in our personal lives, delivering effective feedback is a valuable skill. Delivered in the right way, feedback can be empowering, inspiring and can drive an individual, and their team, towards fantastic success. However, 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.

So what's your intention as a manager? Is it to break or build? To crush or to co-create? Do you restrict your feedback to the obligatory once or twice a year, or do you feedback continuously, increasing the motivation and confidence of your team members?

#### **What will the audience learn?**

- Understand the importance of providing ongoing, tailored, empathetic developmental feedback
- Explore the repercussions of poor feedback styles such as The Drive-by, The Comparison, The Public Humiliation, and The Wrecking Ball
- Discover the four elements required to create psychological safety so that your feedback is well-received
- Take away an effective strategy for delivering feedback as an individual contributor
- Learn three different feedback frameworks and the pros and cons of each

Keynote or workshop



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Helping you master the A.R.T. of Transformation: Act, Reflect, Transcend!

### What comes next?

After this keynote you may want to consider workshops, coaching and other learning opportunities with Shola and her U.S. and U.K.-based team of associates. We deliver additional half and full day workshops on the topic of your keynote, helping to embed your transformation, and also have a variety of longer, customisable programs available. These include:

- The Empathy to Equity Blueprint (DEI series),
- Empathy and Self-Awareness Skills for Leaders
- Communication and Presentation Skills training sessions
- Our 6-month to year-long Leadership Development Suite
- Workshops on varied topics such as Cultural Competency

We value flexibility and love collaborating with clients to co-create the perfect solution.

Book an introductory chat with the team at [sholakaye.com/15](https://sholakaye.com/15) or email us at [info@sholakaye.net](mailto:info@sholakaye.net) to book in your keynote and get the ball rolling.

### About Shola

Shola Kaye is the author of two books and an award-winning international speaker on Communication, Inclusive Leadership and Empathy at Work. She's passionate about helping organisations create an atmosphere of belonging for their people. When a workplace is fully inclusive and welcoming, amazing things happen. People are transformed into leaders. Teams and groups perform better. Everyone gains. Shola's work has appeared in a variety of industry journals, she's a LinkedIn Learning instructor, TEDx speaker, and her clients include Google, American Express and Deloitte.