



Family Action Network (FAN) and Northern Suburban Special Education District (NSSD) present:

# THANKS FOR THE FEEDBACK:

## THE SCIENCE AND ART OF RECEIVING FEEDBACK WELL

# Douglas Stone & Sheila Heen X 3!

Harvard Negotiation Project at Harvard Law School

Coauthors, *Difficult Conversations: How to Discuss What Matters Most*

**Monday, March 10, 2014, 4:00 PM (Educators)**

“Handling Feedback from Parents and Principals,  
Students and Standardized Tests”

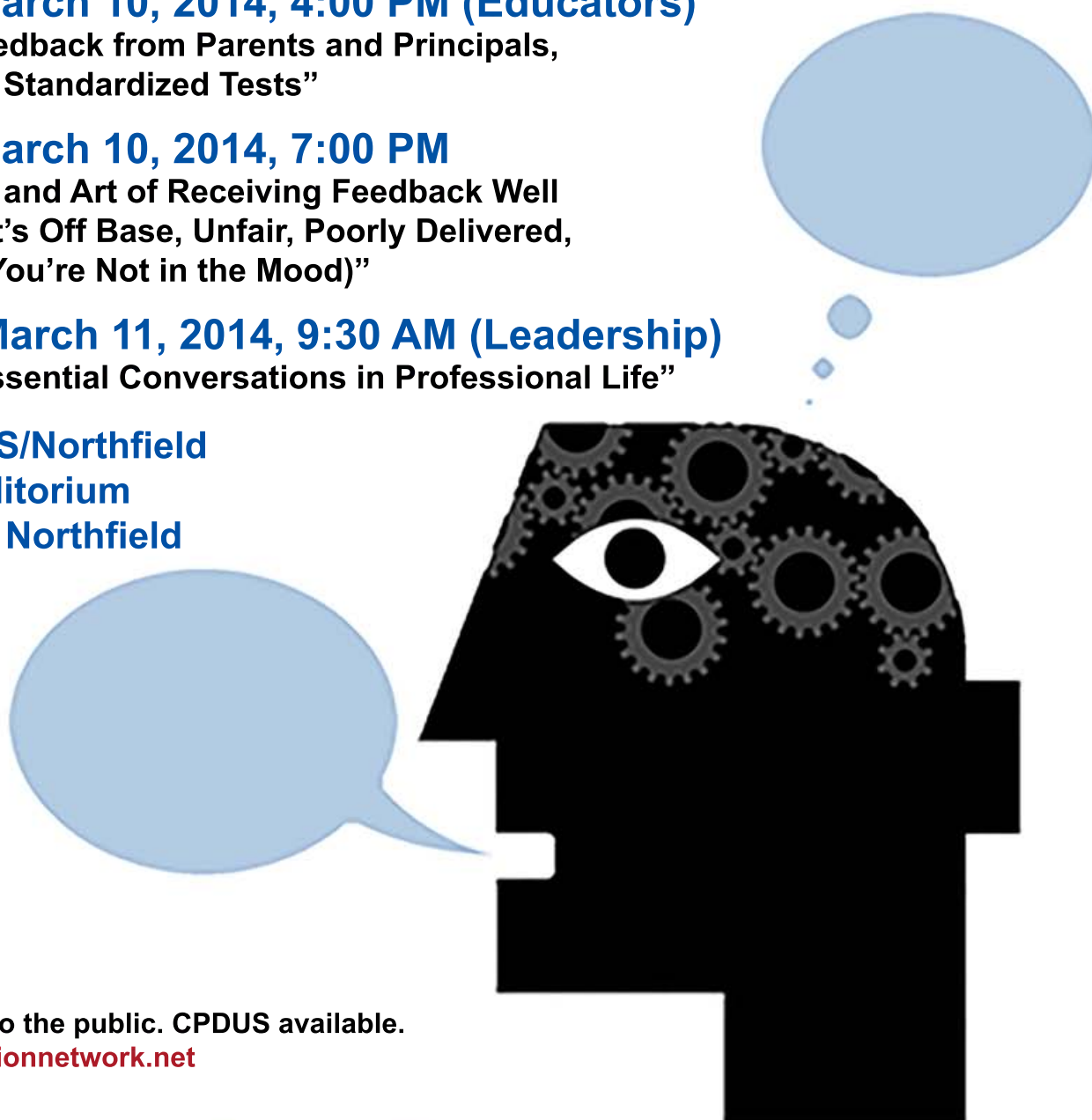
**Monday, March 10, 2014, 7:00 PM**

“The Science and Art of Receiving Feedback Well  
(Even When It’s Off Base, Unfair, Poorly Delivered,  
and Frankly, You’re Not in the Mood)”

**Tuesday, March 11, 2014, 9:30 AM (Leadership)**

“Managing Essential Conversations in Professional Life”

**New Trier HS/Northfield  
Cornog Auditorium  
7 Happ Rd., Northfield**



Free and open to the public. CPDUS available.

**INFO: [familyactionnetwork.net](http://familyactionnetwork.net)**





## FOR IMMEDIATE RELEASE

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**Monday, March 10, 2014, The Science and Art of Receiving Feedback Well (Even When It's Off Base, Unfair, Poorly Delivered, and Frankly, You're Not in the Mood), 7:00 PM, New Trier High School, Northfield Campus, Cornog Auditorium, 7 Happ Rd., Northfield, 60093.** Life is full of feedback. Yes, it's your performance review, sure, but it's also the way your son's eyes light up when he sees you in the audience, the passive aggressive comments you get from your mother-in-law, the "suggestions" your peer has for you for how to better manage your time. We often react defensively, feeling frustrated that the feedback is off-target or unfair, doesn't take account of who we are, and offers no acknowledgement for all that we've already done well. But as dispiriting as it can be, we know we need feedback – our success at work and in relationships depends on it. In this talk, **Douglas Stone** and **Sheila Heen** of the **Harvard Negotiation Project** at **Harvard Law School**, cofounders of **Triad Consulting** based in Cambridge, MA, and coauthors of the seminal business book *Difficult Conversations: How To Discuss What Matters Most*, arrive to discuss their brand-new release, *Thanks for the Feedback: The Science and Art of Receiving Feedback Well*. They will look at why feedback is such a challenge – "am I supposed to take feedback that is just plain wrong?!" – and offer ways receivers can regain their balance and engage in feedback conversations with skill.

## TWO BONUS PROGRAMS!

**EDUCATORS:** Monday, March 10, 2014, **Handling Feedback from Parents and Principals, Students and Standardized Tests, 4:00 PM, New Trier High School, Northfield Campus, Cornog Auditorium, 7 Happ Rd., Northfield, 60093.** Educators operate in a blizzard of feedback, direct and indirect: your vice principal's "suggestions" for classroom management, parent complaints about homework or discipline of their child, your class's test scores which suggest that a surprising number of them aren't "getting it." While much of our attention is focused on helping our students learn, there is little out there geared toward helping us learn from feedback that can often feel off base, unfair, or poorly delivered. **Douglas Stone** and **Sheila Heen** will look at why feedback is so hard, the triggers we all have that generate defensiveness and distortion, and how to engage in meaningful feedback conversations and use the feedback to drive your own learning as an educator.

**LEADERSHIP:** Tuesday, March 11, 2014, **Managing Essential Conversations in Professional Life, 9:30 AM, New Trier High School, Northfield Campus, Cornog Auditorium, 7 Happ Rd., Northfield, 60093.** As we gain experience in our careers and move into leadership positions, feedback becomes ever more scarce. Sure, there's plenty of criticism – the board wants it this way or Wall Street wants it that way – but fewer people on the inside are willing to offer real coaching or advice, and we are all the poorer for it. In this talk, **Douglas Stone** and **Sheila Heen** will offer leaders ideas on how to elicit feedback, along with a framework for engaging well in the conversations that result. They will also share thoughts on how to improve the learning culture of an organization. Feedback is always fraught, but we need it in order to grow, even (or perhaps especially) those at the top.

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