

# Voices® 360 Feedback Facilitation and Interpretation Certification

## What are the best practices for creating & delivering confidential, timely and accurate 360° feedback?

**Voices®** is Lominger - Korn/Ferry's research-based and experience-tested solution for delivering 360° feedback that helps career minded people to succeed. Built on the **Leadership Architect®** competencies as well as the Career Stoppers/Blockers, this easy-to-use web-based tool collects feedback from a wide variety of people around you and rolls it up in a comprehensive report from which you would create a development plan.

Prior to participating in this workshop, you will go through the **Voices®** 360° feedback process yourself and a comprehensive feedback report will be compiled for you. During the first day of this experiential workshop, you will learn all about setting up the process, the feedback instrument itself, the research behind it and all the details of the report, as well as a variety of developmental strategies. On the second day, you will have extensive, real-life practice - being both the feedback facilitator and the learner - as you receive feedback and facilitate a coachi

### Course Details:

Two-day class in  
San Diego, CA  
8:30am—  
4:30pm

This workshop  
can also be held  
at your site.  
Please contact  
us for more info.

### 2012 Dates:

Feb 16 - 17  
Apr 26 - 27  
Jun 13 - 14  
Sep 20 - 21  
Dec 3 - 4

### Objectives:

- Discuss the theory, use and best practices for 360° feedback
- Describe how learners and raters will use the VOICES® on line survey system to provide feedback
- Describe and accurately interpret a VOICES® feedback report
- Provide coaching to feedback receivers at level one or better
- Practice in class with a partner
- Plan a learner feedback session
- Help a learner determine priorities for near term and long term performance improvement and career development
- Implement a VOICES® program in your organization that is aligned with competencies and HR systems
- Explore proven methods to implement a 360° process in your organization

### Result:

Attendees will be equipped with the knowledge needed to facilitate the entire 360° feedback process in their own organization.

### Who should attend?

Practitioners who will provide 360° feedback and development planning in their organizations. Professional coaches implementing the Lominger VOICES® tool, and other professionals involved with facilitating the feedback process. Appropriate for all levels. Lominger - Korn/Ferry and The Crawford Group do NOT certify consultants on any restricted products.

### Additional Information:

Note: Registration for the certification must be received 6 WEEKS IN ADVANCE to allow for personal participation in the VOICES® 360° feedback process.

**Prerequisite:** Leadership Architect® 101

### Registration and Materials Fees:

Course fee is \$1,600.00 And materials are approximately \$50. You will also be charged \$295.00 for your own participation in VOICES® as a learner. An early registration fee discount is available - see registration form for requirements.

### Fees are due and payable at the time of registration.

Your class materials will be ordered from Korn/Ferry once your registration is complete. Additional logistic details will be sent out with your enrollment confirmation.

### Course materials include:

Workshop manual, your own VOICES® report and a full sample feedback report. Students will be asked to bring some of their class materials from their LA 101 class.

NOTE: Attendees may not share materials or use previous editions of published materials.



Talent management for today and tomorrow

For additional information  
or to register:

760.476.1552  
www.thecrawfordgroupinc.com  
info@thecrawfordgroupinc.com

# Registration Form: Voices 360° Certification - 2012

Feb 16-17 (1/4)    Apr 26-27 (3/14)    Jun 13-14 (5/1)    Sep 20-21 (8/8)    Dec 3-4 (10/19)

**Prerequisite: Leadership Architect® 101**

**Each participant must complete the Voices 360° Feedback process prior to participating in this certification**

Name: \_\_\_\_\_ Organization: \_\_\_\_\_  
Title: \_\_\_\_\_ Department: \_\_\_\_\_  
Address: \_\_\_\_\_ Email: \_\_\_\_\_  
\_\_\_\_\_  
Phone: \_\_\_\_\_  
City: \_\_\_\_\_ FAX: \_\_\_\_\_  
State: \_\_\_\_\_ Zip: \_\_\_\_\_ Website: \_\_\_\_\_

## Registration Fee:

Early Registration fee deadline date is listed in the ( ) after the date of the class. If registration form and fee are received by 5:00 PM (PT) on that date, the course registration fee will be \$1,299.00. Early Registration fees are non-refundable and non-transferable to another individual or another class date.

Individuals, who register after the Early Registration deadline, will be charged the full registration fee of \$1,600.00 for this workshop. Fees are due and payable at the time of registration. You may email or fax this registration form. **You can pay for your registration fee with a credit card via our website**, or mail your corporate check to: The Crawford Group, PO Box 131284, Carlsbad, CA 92013. Please be sure to include the name of the course and participant on/with the check.

## Materials:

Class materials are approximately \$50.00 plus tax and shipping and will be ordered directly from Korn/Ferry (using your

credit card info below) once your registration is complete AND your registration fee is paid. You will also be charged \$295.00 (payable to The Crawford Group and processed through our website) for your own participation in the Voices process as a "learner". Your feedback report will be given to you when you come to class.

Please provide your credit card information below:

PLEASE PRINT CLEARLY

Credit Card:    Visa    AmEx    MC

Account #: \_\_\_\_\_

Name on Card: \_\_\_\_\_

Expiration Date: \_\_\_\_\_ Security Code: \_\_\_\_\_

**1. ) Please complete this registration form and FAX it to The Crawford Group at 253.679.5625** or email it to us at [info@thecrawfordgroupinc.com](mailto:info@thecrawfordgroupinc.com) and **then 2.) go to our website to process your registration fee payment and your Voices process payment** to hold your place in the class. **We will order your class materials once your payments and registration form have been received. And we will be in touch with you to get you started with your own Voices process**

Our Cancellation Policy: For individuals who have paid the full registration fee, cancellations made during the ten working days prior to the workshop will forfeit the registration fee. All cancellation notices must be received via fax or email. Substitutions of employees from within the same organization for the same class date are welcome for those who have paid the full registration fee. Unopened materials may be returned to Korn/Ferry only with their approval. They may be subject to a re-stocking fee.

Once your registration process is complete and your materials ordered, you will receive a confirmation email with additional information and directions. For more information about hotels and travel please visit our website.

**We look forward to seeing you in gorgeous San Diego!**



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**For additional information  
or to register:**

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[www.thecrawfordgroupinc.com](http://www.thecrawfordgroupinc.com)  
[info@thecrawfordgroupinc.com](mailto:info@thecrawfordgroupinc.com)