

# CLIENT SERVICES

## THE FEEDBACK FIX™ TRAINING AND WORKSHOP SERIES

LEARNING AND DEVELOPMENT GUIDE

**LAW**

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## WELCOME TO NEXT-LEVEL LEARNING

Semaca Partners LLC is deeply committed to being a premier provider of exceptional client service.

We are pleased to present the 2017-18 edition of **The Feedback Fix™**, our client-focused training and workshop series. We understand the particular challenges faced by large firms and believe that our unique approach will improve the design and implementation of feedback that helps attract, grow and retain talent.

Our high-engagement training is relevant, easy to implement, and aligned with business strategy. **The Feedback Fix™** consists of live and virtual trainings that provide customizable, time-efficient, and high-impact learning solutions that make an immediate difference in the lives of our clients.

Additionally, we offer a voluntary capstone session – *at no additional cost* – to address critical issues that unfold during training and assist in the implementation of learning goals. Providing this unique “voice of the client” service allows us to internalize client concerns, analyze day-to-day conditions, and suggest durable solutions to create positive and lasting change.

Strategic. Immediate. Targeted. Actionable. When time is short and stakes are high, Semaca Partners LLC knows how to deliver results that are versatile, empirical, and never burdensome.

- **LEARN** how to design and implement real-time feedback systems that encourage two-way exchanges (giving and asking for feedback).
- **MANAGE** and **SUPPORT** talent through continuous contact, clear communication, and clarifying candor.
- **DELIVER** feedback that is focused on development, not just appraisal.
- **ADOPT** best practices in performance management that set clear goals and growth targets.

Our approach is guided by the principles in our bestselling book, *The Feedback Fix: Dump the Past, Embrace the Future, and Lead the Way to Change*, which has been praised by top-rated CEOs, acclaimed business coaches, NFL consultants, and educational reformers. Having successfully worked with a diverse set of clients – including Fortune 500 companies, university administrators, sales groups and non-profit organizations – Semaca Partners LLC is an enviable partner in this project.

We strive to deliver exceptional client service and provide a best-in-class learning experience for your organization. Thank you for the opportunity to serve you.



Joe Hirsch  
Managing Director, Semaca Partners LLC

## CLIENT SERVICES

- I. **General session**  
(Partners + Sr./Jr. Associates) *The Future of Feedback: New Rules for the Talent Revolution*
- II. **Mastermind session #1**  
(Sr. Associates) *Giving Feedback That's Candid (But Not Soul-Crushing)*
- III. **Mastermind session #2**  
(Jr. Associates) *Asking for Feedback Without Harming Your Standing*
- IV. **Capstone session**

*General session: The Future of Feedback: New Rules for the Talent Revolution*

<b>SUMMARY</b>	Research suggests that frequent, targeted feedback is essential for top performance. Unfortunately, few people are getting the caliber of feedback they need to improve. This presentation makes a research-based case for revolutionizing how feedback will be designed and delivered in the future. Learn the new rules for engaging and growing high-potential talent through collaborative coaching and build the habits that help individuals empower, evolve, and excel together. This presentation will have you rethinking your organization's entire approach to how feedback is imagined and implemented.
<b>IMPACT</b>	<ul style="list-style-type: none"><li>▪ Gain actionable insights into the neuroscience of giving better feedback</li><li>▪ Develop practical tools to recognize and develop the full potential of emerging talent</li><li>▪ Master time-efficient strategies that enable rapid-cycle coaching conversations</li><li>▪ Leverage cost-effective, sustainable methods for implementing and monitoring feedback</li></ul>
<b>FORMAT</b>	Live / on-site training <i>On-site trainings deliver high-impact strategies in a high-energy format. Ideal settings are either all-hands meetings or large-group luncheons in a spacious environment.</i>
<b>TIME</b>	60 minutes
<b>AUDIENCE</b>	Partners, senior associates, junior associates

## ABOUT MASTERMIND TRAININGS

Research shows that the rate of transfer – a measure of whether new behaviors and ideas are assimilated into everyday practice – reaches 90% when supported by coaching and continuous learning. Semaca Partners LLC firmly believes in targeted follow-up that is both direct and differentiated: catered to specific audiences and tailored to their unique needs. Our virtual “mastermind” trainings ease implementation and elevate performance by delivering just-in-time support that is customized to fit the needs of practitioners.

Experience tells us that change follows a path of progress. That’s why we offer deep discounts for mastermind trainings – people shouldn’t have to pay a steep price for perfecting their practice. And because we believe that people learn best when they feel their best, mastermind training always puts clients’ learning styles and preferences first – when they want and how they want it.

### *Mastermind #1: Giving Feedback That’s Candid (But Not Soul-Crushing)*

<b>SUMMARY</b>	Giving feedback – especially when it’s unsolicited – is one of the least desirable aspects of managing others. It’s also one of the most important. Drawing from the science of trust and teams, this mastermind guides experienced leaders through a series of high-impact, time-saving techniques to efficiently, candidly, and courageously share feedback that promotes growth but doesn’t pull any punches. Through real-life case study and problem solving, aspiring partners will learn how to deliver real-time feedback that keep their junior reports informed, engaged, and on track while grooming their leadership skills and opportunities for advancement.
<b>IMPACT</b>	<ul style="list-style-type: none"><li>▪ Learn how to describe problems without ascribing blame</li><li>▪ Develop practical tools to match evaluation with real-time performance check-ins</li><li>▪ Develop a culture that recognizes and rewards vulnerability, inquiry, and accountability</li><li>▪ Master time-efficient strategies that enable rapid-cycle coaching conversations</li></ul>
<b>FORMAT</b>	Mastermind / virtual training <i>Virtual trainings can be scheduled as tele-classes, webinars or e-courses<sup>1</sup>, and closed-session Facebook groups.</i>
<b>TIME</b>	60 minutes
<b>AUDIENCE</b>	Senior associates

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<sup>1</sup> E-courses deliver ten microlearning classes featuring self-contained content and assessments via email.

## Mastermind #2: Asking for Feedback Without Harming Your Standing

<b>SUMMARY</b>	A recent Gallup survey revealed that nearly three-quarters of employees under the age of 30 want feedback from their bosses but are too afraid to ask for it. Applying cutting-edge behavioral science and communication techniques, this mastermind course gives rising talent the tools and confidence to ask supervisors for feedback without career repercussion. Through real-life case study and problem solving, emerging leaders will accelerate their learning curve and learn how to manage up for success.
<b>IMPACT</b>	<ul style="list-style-type: none"><li>▪ Learn how to structure requests for feedback</li><li>▪ Refine listening techniques with the intent to understand, not respond</li><li>▪ Develop self-scoring checklists to monitor progress</li><li>▪ Learn how to establish presence and get a seat at the table</li><li>▪ Manage mistakes early and turn vulnerability into a career advantage</li></ul>
<b>FORMAT</b>	Mastermind / virtual training <i>Virtual trainings can be scheduled as tele-classes, webinars or e-courses, and closed-session Facebook groups.</i>
<b>TIME</b>	60 minutes
<b>AUDIENCE</b>	Junior associates

### CAPSTONE SESSION: THE SEMACA DIFFERENCE

Our name is our mission. Semaca Partners LLC isn't your typical fly-by consultant. We stick around to ensure the best possible outcomes for our clients. No exit surveys. No burdensome follow-up. Just deliberate practice, active listening, and strategic tuning to help our clients filter our training through their organization's unique culture and everyday realities.

To create durable solutions, we're proud to offer a voluntary capstone session – **at no additional cost** – following our General and Mastermind trainings. It's our way of making sure the job we're hired to do gets done right.

Experience tells us that solutions don't materialize from what is taught but what is *learned*. Many of our clients only begin to realize the true scope of their problem once our General and Mastermind trainings are complete. When that time comes, we want to be by their side and continue to offer a lifeline of support.

The capstone session is a "voice of the client" workshop that ties together past learning with current realities – an authentic, needs-driven opportunity for fine-tuning the message, method and measures that create lasting and positive change. Our work ends when your progress begins. That's a commitment of partnership. **That's the Semaca difference.**

## ABOUT SEMACA PARTNERS LLC

Semaca Partners LLC specializes in delivering research-based feedback tools and strategies that create happier and more productive workplaces. Through our array of digital services, live trainings, and long-term coaching, we help clients achieve transformational results that promote growth, reduce costs, and prevent conflict.

[www.TheFeedbackFix.com](http://www.TheFeedbackFix.com)

