

YCHRA
YAMHILL COUNTY
HUMAN RESOURCE ASSOCIATION

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CERTIFICATE OF COMPLETION AND ATTENDANCE

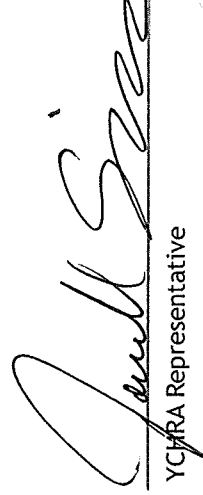
"Removing the Sting - Giving Positive and Negative Feedback"

PRESENTED BY

Erick Kountz, Positively Twisted

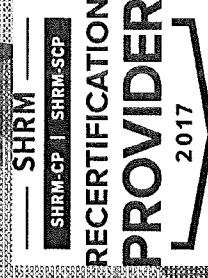
May 10, 2018
Linfield College

Attendee



YCHRA Representative

YCHRA is recognized by SHRM to offer Professional Development Credits (PDCs) for the SHRM-CPSM or SHRM-SCPSM
Activity ID: 18-CXE6E PDCs: 1.5



Yamhill County Human Resource Association
May Meeting Announcement

Date & Time: **May 10, 2018, 7:45am – 9:30am**
 7:45 am – 8:00 am Registration & Networking
 8:00 am – 9:30 Program

Location: Linfield College, **Riley Campus Center, Room 201** (see attached map)

Price: FREE

RSVP: rebecca@westhillshealthcare.com
 Please RSVP (if possible) by May 4th, 2018

Program Description: “Removing the Sting – Giving Positive and Negative Feedback”

Speaker: Erick Kountz, Positively Twisted

Giving and receiving feedback, both positive and constructive, is an integral part of working with staff and customers. When feedback is skilled, timely, specific, and behaviorally focused, it can be a gift. This training is appropriate for managers and staff and will be of both professional and personal value. This class is essential for those wishing to cultivate mentorship relationships and foster two-way communication for maximum effectiveness. Topics will include giving feedback for sustained performance, feedback agreements, raising delicate issues, soliciting feedback and responding to unskilled feedback.

Attendees will:

- Identify different approaches to giving feedback and what approach is more effective to use and when
- Distinguish between the challenges of giving and receiving feedback
- Practice giving and receiving feedback

About the Speaker: Erick Kountz — Training and Development Specialist; Owner - Positively Twisted

Erick Kountz is a training and development specialist. His skills include training, facilitating, hosting, writing, and making education engaging. He refers to his creative trainings as “edutainment” and is currently helping various state agencies and private companies achieve their goals using his mischievous motivational techniques. Erick has a bachelor's degree in communications from the University of Portland. In addition to working within the great state of Oregon, he also travels the NW as a motivational speaker and trainer. You can learn more about him and his inspired insanity at his PositivelyTwisted.com website.

erick@positivelytwisted.com

Don't Tell Anybody...

But be thinking of 3 things about you that most
people wouldn't know!

Listening Intently & Speaking Clearly: The Art of Communication

Erick Kountz- Loveable Listener and
Talk-aholic.



Speak Up to Hear What's Going Down!

- Ground rules
- Participate!
- Be Respectful!
- Sit, Stand, Move Around!
- Phones On Silent!
- Be Open To Learning!
- PG-13!
- Evals!
- Have Fun!
- Anything Else?
- Can we agree on these?

Let Yourself Be Heard!

- Please raise your hand if:

You have ever made a speech

You took a speech or a train the trainer class

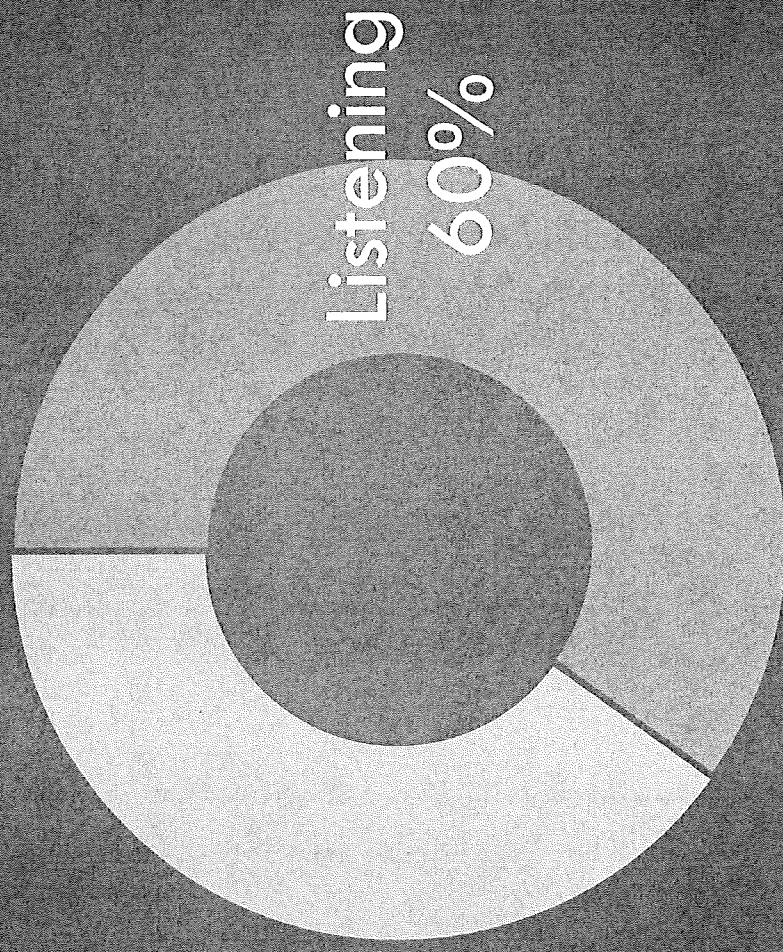
- Now raise your hand if:

You have ever taken a class on listening

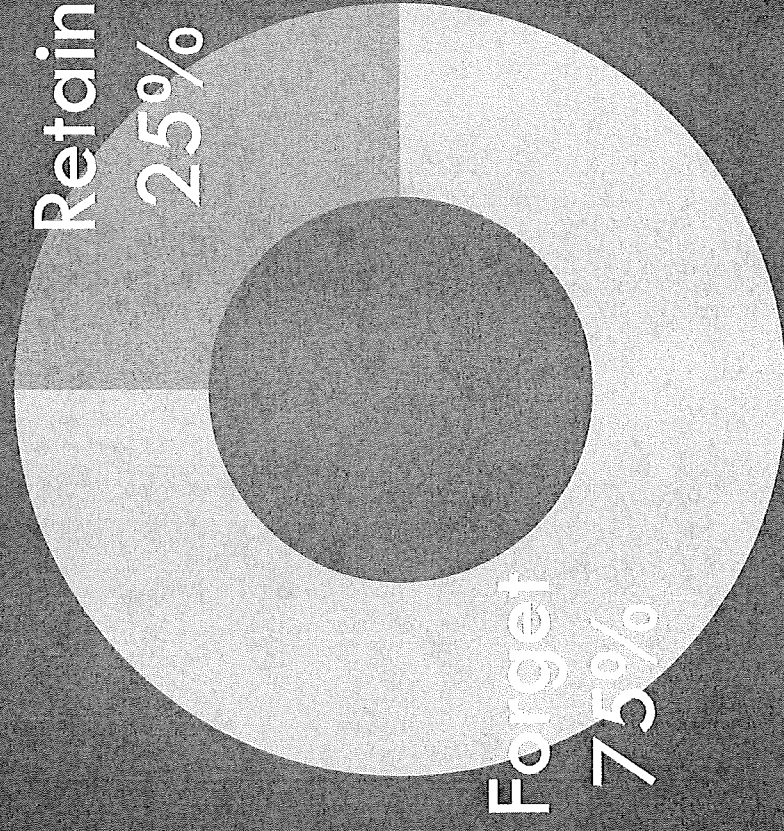
Multiple Personalities

- Think of 3 things about you that most here wouldn't know.
- Grab your name tent and get up to introduce yourself to someone that you're not already pals with. Introduce yourself, exchange name tents, and state your "3-Things." You have 30 seconds each.
- After you listen to your partner's "3-things," take their name tent and go meet someone else.
- But this time, please share the "3-Things" you just learned from the person whose tent you're holding. After you both meet, greet and exchange, go find someone else. Again, 30 seconds each.
- Repeat this process until I say stop.

Can You Hear Me Now?



(Less Than) Total Recall



We're Losing Our Listening!

- We once had to listen to survive and capture knowledge.
- We had oral history, but no written language.
- For thousands years more, those who could write were the minority.

We're Losing Our Listening!

- Modern age brought radio, movies, TV
- Now it's cable, streaming, tablets and smart phones!
- All going on simultaneously within our VERY loud society
- We hear everything but actively listen to very little

Modern Listening Concerns

- Facebook and Twitter are hugely popular sources for news but they are also very divisive
- Fox News- CNBC- CNN- Bias?
- Do we take the time to investigate or do we simply buy into whatever fits our narrative?
- What happens when we only get part of the story?
- Does modern media also influence how we listen? How often do you hear a bit of work rumors/scandalous talk and accept it as truth?

Media and Social Media

Revealed!

Exposed!

Caught
On Tape!

Scandal!

Sensation!

Shock!

Lies!

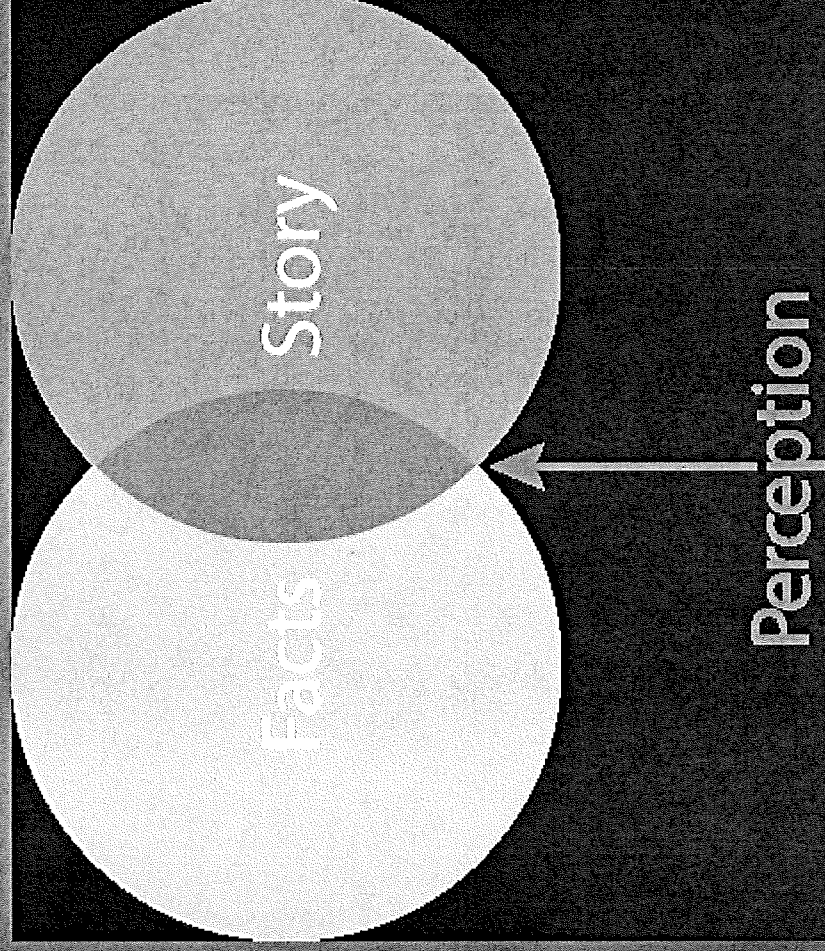
Don't Feed The Bias

We all listen through our own filters.

- Culture
- Language
- Values
- Beliefs
- Expectations
- Intentions
- Attitude

7 Speaking Sins

Presumption



Be Clear, Be You

- **Truthful:** Be honest and clear when speaking. Don't B.S. anybody.
- **Genuine:** Be yourself. Say exactly what you mean, and mean exactly what you say.
- **Integrity:** Be your word. Don't waffle, lie, betray, or manipulate.
- **Love:** Wish people well and mean it. We have vast differences, but we are one race: Human. Recognize that and embrace it.

Summary

We need to move away from:

Not
Listening

Judging

Complaining

Lying

Negativity

Gossip

Excuses

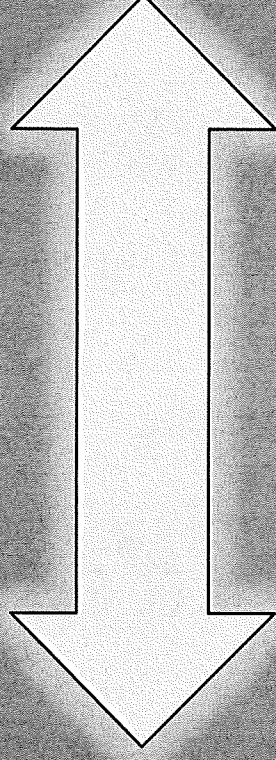
Summary

Powerful

Speaking

Conscious

Listening



A world where understanding is the norm
is a powerful and peaceful world.

Let's Talk About You

If there is anything that I didn't
cover today, please let me
know so I can help!

Erick Kountz — 503-551-4135

Erick@positivelytwisted.com

Thank You!

I hope you enjoyed the class and found something
meaningful to work on.

Please finish your evaluations and place them on
the back table as you leave.

It was a pleasure having you in class!

Sincerely,
Erick Kountz