

ADR LUNCHTIME SERIES PRESENTATION

Where do you Stand in the Feedback Loop? Make Feedback Work for You

This interactive session during Conflict Resolution Month will delve into the complex topic of giving and receiving feedback. The presenter – a preeminent trainer and coach – will discuss how to use our skills and knowledge to help people in organizations work together effectively on communication, performance, and behavior issues. The session will focus on the use of metaphor, narrative, and strategic questioning to: 1) show parties we hear and understand what they are saying; 2) help them recognize the nuances and complexities of what they are talking about; and 3) provide opportunities for new perspectives and change.

Speaker: John Settle
President, SETTLEMENT Associates, LLC
Mediator, Group Facilitator, Coach/Mentor, Trainer, and
Consultant

Presented by the Interagency ADR Working Group, Workplace Conflict Management Section in coordination with the Department of Energy

Date: Thursday, October 16, 2014
Time: Noon - 1:30 pm EST *(Please allow extra time for security procedures)*
Location: U.S. Department of Energy
1000 Independence Ave, SW, Room GE-086
(DOE Forrestal Main Auditorium)
Washington, D.C. 20585

Travel by Metro:  Yellow Line - L'Enfant Plaza station (exit to Maryland Avenue) OR  Orange and  Blue Line - Smithsonian station (exit to Holocaust Museum/Bureau of Engraving and Printing).

To attend in person, please register by email to cindy.mazur@dhs.gov and provide name, citizenship, and agency/employer by October 13th. Federal employees with an HSPD-12 government ID badge who know their ID password can authenticate their ID at a kiosk in the DOE lobby. If you don't know your password, please register as described above.

NEW: To join the online event and follow the presentation in real time go to: <https://usdoe.webex.com/usdoe/onstage/g.php?d=992468552&t=a>, click "Join Now" and follow the instructions to dial in for the audio portion. To listen only via teleconference, please call 1-650-479-3208 and use access code: 992 468 552. **Please disregard the prompt for a PIN.** To submit questions to the speaker during the program, please use online chat or email victor.voloshin@eoc.gov. Materials for this presentation will be posted at <http://www.adr.gov> several days before the program.