

2003-02-06 ISPI Vancouver Bulletin

Join us for ***Providing Feedback to Improve Performance!***

When: **Tuesday, February 18, 2003, 5:30–8 p.m.**

Light supper (and networking) included — first half hour.

Where: **Plaza 500 Hotel**, 500 West 12th Avenue, Vancouver.

Southwest corner of 12th and Cambie. Underground parking from 12th.

Why: **You will leave this interactive session with simple ways to give performance feedback that works in a variety of situations.**

Cost: Members free. Guests \$20, which can be applied to membership.

To register, call ISPI Voice Mail, 604-**878-3484**, or email VP Programs Trina Pouttu, locus.learning@telus.net (subject "ISPI Feb. 18"), by Valentine's Day. If you change your mind, please let us know in the same way.

Providing Feedback to Improve Performance

We all need to give and get feedback that works. What kinds of feedback trigger the best performance improvements? Who knows?

Matt MacEachern knows what makes good feedback work, and he knows how to share what he knows. Matt is a registered speaker with [CanSpeak](#). He has also climbed the highest mountains in the world. Matt's audiences have learned that the lessons of effective leadership and team development that take teams up Everest may be equally applicable in the workplace.

Matt MacEachern's other lives include his work as Manager of Learning and Development at Vancouver's [Crystal Decisions](#). Despite hard times for high tech, Crystal Decisions has prospered as an international software company specializing in business intelligence systems. While some companies have cut back on employee training, Crystal Decisions has instead developed a new in-house leadership curriculum of 145 hours spread over 30 months. In 2002, Crystal Decisions slipped into the top ten, as Number 10, in [BCBusiness magazine's](#) "Best Companies to Work for in BC." This year, in the January 2003 *BCBusiness* (available in the online [archives](#)), Crystal Decisions has moved up to *Number 3*. Matt has many ISPI Vancouver friends, especially from his days as an organizational development consultant at Telus, and we are pleased that Matt and Crystal Decisions continue to succeed.

Our topic, *Providing Feedback to Improve Performance*, is the topic of Matt MacEachern's Master's thesis. In this interactive session, Matt will share specific strategies he researched and evaluated while rethinking feedback theory for his thesis. [The strategies are simple and adaptable, and we will be able to apply them in our own work or when we climb Kilimanjaro.](#)