

## CEU Reference Document

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**Course Name:** Influencing Change Through Feedback TRN-WEBICTF-875

**Course Type:**  Webinar  In-Person Training  E-Learning

**Length of Course/Session:** 2.0 hours

**Date of Course/Session:**

**Course Description:**

This webinar examines the dos and don'ts of giving feedback. This course focuses on how to give feedback effectively to staff. Discover three steps that will turn your feedback into action: 1. Examine how leaders influence change and development with feedback. 2. Identify and practice a feedback method that assists staff to take meaningful development steps. 3. Experience feedback that is relevant and effective through examples and practice activities.

**Speaker Profile:**

Crystal Dolliver draws on her professional skills as a facilitator and corporate trainer for over 18 years, with various trainings she offers both in-person and online. Crystal has many areas of expertise including Emotional Intelligence at Work, Motivational Interviewing (MI), Ethics, Mental Health First Aid, Suicide Awareness and Prevention, and Accessibility in the Workplace (AODA), as well as many other corporate training offerings. Her professional experience in addition to delivering diverse training programs includes assisting individuals to successfully return to work and coaching individuals with disabilities. Crystal is known for encouraging and creating safe learning spaces where warmth, humour, and openness in sharing exists.

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**This course has preapproved CEUs from:**

The College of Vocational Rehabilitation Professionals  VRA Canada

**Number of CEUs Approved:** 2.0

**Area of Focus:** 13

**Preapproval Code:** CVRP - AGILEC(web)-ICTF-2021-2.0 VRA - 24164

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**For Verification of Attendance:** Please print course certificate