Effective communication is the foundation of any high-performing team. Building in more feedback loops in your team communication has many benefits: moments of interpersonal tension can be resolved efficiently, colleagues build greater mutual understanding and trust, and colleagues get better guidance in their professional development and career progression.

We will love to help you build a culture of open communication and development based on self-reflection and peer-support.

We are happy to adjust our proposal based on your needs and capacity. In this document, you can find the suggested content we could cover. We will finalise the agenda with your input.

**Our Approach To Culture Change**

Our approach is to establish what we call a “developmental culture”, i.e. systems & behaviours that support everyone to grow towards their own personal & professional developmental goals.

We do this through a combination of:

- **Workshops** to introduce specific techniques, practices & frameworks.
- Small **peer-support groups** to distribute the skills, integrate new habits and build trust & safety within the organisation.
- **Periodic reviews** to evaluate progress and adjust to your context.
Content We Cover

Together we explore the deeper psychological patterns that inhibit groups from having an open culture of feedback, we offer practical methods you can use to give & receive feedback in your team, and collectively agree on actions you can take to move towards the culture you want.

Setting the context
- Uncovering from the group what kind of feedback culture you want, and what challenges you face when trying to build it.
- Understanding ourselves and each other, through our culture and background (what did we each learn about communication, conflict and feedback through our culture, family and cultural context?)
- How to incorporate feedback as a regular team practice

Giving feedback
- Tips and tricks for giving feedback
- Exploring different listening modes
- “3A’s” Feedback method

Receiving feedback
- Why is receiving feedback hard and what to do about it?
- Exploring personal approaches to conflict
- Pendleton Feedback method

Withholding and dealing with tension
- Why do we withhold information or avoid addressing tension?
- Unpacking our stories to clarify oneself before sharing feedback with others.
- Feedback method using Non-Violent Communication

What people say about our course

“We left with a sense of optimism and also some concrete actions which have already improved conditions. The Hum course was really useful in thinking about how to create a better working environment that empowers colleagues to enact change. I cannot recommend highly enough.” - Professor Celia Morgan, Head of Psychology, University of Exeter.

“The training from The Hum helped me to lower my barriers to give and receive feedback in a very short time. Now that giving and receiving feedback is not longer a big hurdle, I get to know better how my colleagues and I work, as persons and professionals” - Frank Lindner, campaign leader at Foodwatch
Our Training Methodology

Our training method combines several elements:

- We don’t have a dogmatic commitment to one framework, we draw from many schools of thought, and from our own experience.
- We focus on practice, interaction and personal reflection over heavy content presentations.
- We support different learning styles - e.g. we have content with visuals, we make space for journaling and silent reflection, we encourage sharing and practice in different group sizes (pairs, small groups, full group), we bring the body into the picture.
- We are trauma-informed - we emphasise consent (everything is optional), and we share nervous system regulation practices to help people stay in (and expand) their window of tolerance for discomfort. This means participants pay attention to their physical sensations, so they can venture out of their comfort zone intentionally, without forcibly overriding their own safe boundaries.
- We don’t arrive with predetermined solutions, instead we facilitate conversations for people to co-design solutions that are right for them.

Training Options

Online:
If running the training online is the best option for your team, we suggest splitting it over 4 calls of 2 hours each, that can be delivered in consecutive days, or spread out across multiple weeks (eg, once a week for a month).

In-person:
We can run the training in person, ideally split across 2 morning sessions spread across a week (making it more spacious and less overwhelming), or we can do it in a full day. We will adjust according to your team’s needs and capacity.

For example we have worked with teams that bring us to their team retreat. We host the training in the mornings, leaving their afternoon for their team conversations.
3-Month Integration - Add-on

We suggest adding time for integration after the training, to crystallise the lessons and embed the practices into the team culture. Ideally integration happens in pods - small groups (3-5 people) for peer-to-peer support, that meet every two weeks to keep practising the lessons from the training, reflect on progress and challenges, and support each other.

We can provide runsheets for the pods. The idea is that participants can facilitate themselves without our hands-on support. We can add support calls with the team throughout the integration process, to help clarify questions that emerge during practice, and give advice on how to adjust to the group context. We include 2 hours in this package, but we will be available for additional advice and coaching if you need us.

Budget

Notes:
- Our pricing is on a sliding scale according to the budget or size of the organisation.
- Price includes admin, scheduling and communications with the team to prepare.
- VAT (22%) not included in the price. If your organisation is VAT registered we will do the invoice under the Reverse Charge agreement within the EU.
- For in-person training travel & accommodation costs will be covered by the client.

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<thead>
<tr>
<th>Training Options</th>
<th>Rate per group size or budget range</th>
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<tbody>
<tr>
<td></td>
<td>4-10 ppl / low budget</td>
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<tr>
<td></td>
<td>10-30 ppl / mid budget</td>
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<td>30-50 ppl / high budget</td>
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<tr>
<td>Online training</td>
<td>2 faciliators 8 hr</td>
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<tr>
<td>In-person training</td>
<td>2 faciliators 8 hr</td>
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<td>€2,800 €3,200 €3,600</td>
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Add-ons

- Integration support (Run sheets for 6 pod meetings + 2hr support call) €700
- Coaching & advice (either 1:1 or with a team) Per hour €180

Please reach out if you have any questions or if you want to discuss the options and how we can adjust them to your needs. Contact us at contact@thehum.org

Warmly
The Hum team