



WORLDWIDE SPEAKERS GROUP LLC
YOUR GLOBAL PARTNER IN THOUGHT LEADERSHIP

SHEILA HEEN

Collaboration, innovation, high performance and sound decision-making all hinge on leaders' ability to have difficult conversations and discuss honest feedback when it matters most. In organizations all over the world, these conversations are attempted or avoided every day.

Sheila's humor, warmth and authenticity make an instant connection with C-suite executives, senior leaders and individual contributors alike. Described as a "rock star" by Duke Corporate Education, the world's #1 custom education provider, Sheila has received rave reviews at Google and Pixar, Apple, IBM and Microsoft, NASA and the White House, HSBC and American Express, Novartis and Time Warner. Often rated the #1 speaker at conferences and executive education sessions, Sheila does more than inspire. Her work provides solid analytical frameworks and practical skills that enable attendees to put their learning to work immediately in their most important and valuable working relationships.

She is a 20-year member of the world-renowned Harvard Negotiation Project, a Harvard faculty member and co-author of two *New York Times* best sellers. *Difficult Conversations: How to Discuss What Matters Most* is used by leaders, educators, families, coaches and diplomats all over the world. In the revolutionary *Thanks for the Feedback: The Science and Art of Receiving Feedback Well*, Sheila shows leaders how they can transform the culture of learning in their organization not by teaching managers how to give feedback more effectively, but by understanding the universal challenges of receiving feedback well.