

# Professional Services Journal

Insights for executives and service professionals



[Robyn Hatcher](#), owner of SpeakEtc., shares the story of providing honest feedback about a client's presentation. She provided feedback on what the client did right and one thing the client could improve and how. "She was unbelievably appreciative and actually told me that she wanted me to meet her boss so that I could possibly do work training her organization. That taught me that those little white lies don't really save face, but could actually lose me work!" says Hatcher.

Like Hatcher, Laurel Clark, president, [School of Metaphysics](#), shares a positive and areas to improve. "My point of reference is that education improves people's lives. So if I just nod and say, 'Yeah, you were great,' that person is in the dark. If I give people some knowledge they can apply to improve, it helps them," says Clark.