

Effective Feedback and Coaching

half-day
management
master class



- ▷ Learn to motivate employees by providing good quality feedback
- ▷ Deliver difficult messages clearly and courteously
- ▷ Create opportunities for coaching and development

Learn to give and receive, high value, high impact feedback and run effective coaching sessions.



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Overview

The workshop begins by covering the rationale for giving feedback (both positive and constructive) before going on to consider the 'golden rules', or fundamental principles of good feedback. We next look at feedback methods that motivate employees to improve their performance. By the end of the course participants will have greatly increased their self-confidence when giving feedback or coaching and will understand how to tailor their remarks in light of their people's feedback preferences.

Learning objectives

By attending this highly interactive and practical half-day course you will:

- ▶ Master powerful techniques for praising good performance
- ▶ Discover a simple, yet elegant, five-step process for constructive feedback
- ▶ Acquire strategies for developing employees by using 'facilitative feedback'
- ▶ Learn how to tailor the messages to take account of people's individual feedback preferences
- ▶ Grasp some methods for running effective coaching sessions

Who should attend?

This course is for all Executives, Managers and Team Leaders who wish to improve their ability to give good quality feedback and so motivate their staff more effectively.



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Workshop content

Characteristics of effective feedback

Reviewing the qualities that are important in making sure that feedback is effective in motivating people to keep up their good work and/or improve their performance.

- ▷ Why give feedback?
- ▷ The principles of effective feedback
- ▷ Barriers to giving feedback

▶ **Exercise:**

overcoming barriers to feedback

**Feedback and coaching techniques**

Mastering a set of techniques for (i) praising good performance, (ii) explaining to the employee that there is something that you would like them to improve upon and (iii) guiding an employee to recognise an area where they need development.

- ▷ The two stage positive feedback technique
- ▷ The advantages of a Pull v's a Push technique
- ▷ Constructive Feedback Technique
- ▷ Facilitative Feedback Technique for effective coaching

▶ **Exercise:**

feedback case studies and role-plays



Workshop content

Tailoring your feedback

Appreciating how to tailor your feedback to account for individual preferences and cultural differences.

- ▷ Cultural differences analysis
- ▷ Work style preferences
- ▷ The golden rule of feedback (do unto others as you would have them do unto you)

▶ **Exercise:** *assessing preferences*

**Structuring a coaching session**

Gaining an insight as to how to structure and conduct an effective coaching session.

- ▷ What is coaching?
- ▷ An overview of the GROW model
- ▷ The GROW model questions
- ▷ Coaching in action

▶ **Exercise:** *running a coaching session*

**Feedback**

Feedback is based upon peer review using BMC assessment checklists. Completing the BMC assessment checklists is not only valuable to the people involved in a given role play or case study, it also helps those completing them to gain an in-depth understanding of the building blocks that make up effective feedback techniques.

Contact

Further information is available by contacting Boulden Management Consultants at:

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