Effective Feedback and Coaching

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

- How to motivate employees by providing good quality feedback
- Deliver difficult messages clearly and courteously
- Create opportunities for coaching and development
Effective Feedback and Coaching

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.

Who should attend the programme?

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.

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
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

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: overcoming barriers to feedback

Exercise: feedback case studies and role-plays
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 Boulden assessment checklists. Completing the Boulden 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

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