

Giving and Receiving Feedback

OVERVIEW

One of the most important skills you can learn is how to give and receive feedback effectively. A large part of coaching is giving feedback to someone so they clearly understand how well they're doing or where they need improvement. You want to reinforce positive behaviors and correct ineffective ones.

In this course, you will learn the skills and strategies necessary to improve your coaching relationships, your feedback and employee performance.

LEARNING OBJECTIVES

- Set performance standards that are fair both to the employee and to the organization
- Apply the 4 sets of behavior for effective coaching
- Adapt how to coach to fit the personality and learning styles of employees
- Plan coaching sessions on the basis of adult learning principles
- Deliver specific, measurable and realistic feedback in a positive and encouraging manner

COURSE HIGHLIGHTS

Standards, performance and coaching

- Set performance standards that are fair both to the employee and to the organization
- Explain why standards are defined by minimally acceptable levels of performance
- Utilize positive coaching techniques
- Document observable behavior and avoid giving opinions as facts

Employee learning and personality styles and the art of engagement

- Adapt to employees' differing learning and personality styles
- Indicate the single most powerful tool that coaches can use
- Demonstrate the use of insightful questions to keep employees engaged

Documentation, positive reinforcement and feedback

- Apply the principles of snapshot documentation to have a basis for honest, fair feedback
- Discuss an approach to give positive reinforcement that cements better performance
- Describe the steps to give feedback to avoid employee defensiveness and anger

The role of performance

- Identify root causes of poor performance
- Set effective goals to improve performance
- Discuss why and when coaching must end and counseling must begin

TRAINING DELIVERY

- Pre-training: Tailoring and customization of content
- Delivery of training using presentation, small group exercises, case studies, role-plays, games, etc.
- Post-training: Follow-up within 30 days to review information, provide coaching, set goals, etc. (optional)