

FEEDBACK AND COACHING

1 DAY PROGRAM

OVERVIEW

Feedback and Coaching are vital tools for managing performance. Feedback lets team members know what is working and what is not working. Coaching helps team members overcome challenges, problem solve and meet performance expectations. Many leaders receive little formal training in coaching and feedback, so can avoid doing it. Research shows that avoiding coaching and feedback affects both the individual's performance, and also the productivity and morale of the entire team.

During this full-day workshop you'll learn best practice techniques for giving and receiving both positive and constructive feedback, and coaching employees, to increase motivation, performance and strengthen workplace relationships.

OBJECTIVES

- Understand why feedback is essential
- Plan and deliver effective feedback
- Use rapport and non-verbal messages
- Apply a framework for providing formal or informal feedback
- Deliver both constructive and positive feedback with confidence
- Use the most effective template for setting performance objectives
- Apply coaching models for best results
- Develop active listening skills
- Create actions plans and ensure follow-up

TO BOOK THIS PROGRAM OR DESIGN YOUR OWN...

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