

Coaching & Feedback Skills



Workshop Content:

This half day Coaching & Feedback Skills workshop will review the following:

- What is coaching?
- The 'Plan – Do – Review' coaching process
- Barriers to effective coaching
- Checklist for effective coaching
- Giving and receiving feedback
- Receiving and responding to criticism
- The different types of criticism
- Communicating with an angry person
- The key skills used

The workshop is designed for active participation with breakout exercises and role play scenarios. All attendees are encouraged to fully participate and contribute to the activities undertaken.

Duration: Half Day

Introduction:

Coaching and providing constructive feedback are effective methods of improving performance. They involve activities that are designed to help people develop their skills by learning and continuously developing on the job. A skilled manager leads highly productive teams who are keen to continuously develop, learn and improve their performance.

The Coaching & Feedback Skills workshop focuses on enhancing your skills in preparing for and delivering effective feedback to others; and how to 'Plan, Do and Review' the coaching process. You will learn about the barriers to effective coaching and the 'do's and 'don'ts' of coaching to help improve your own personal performance and that of the people you manage.

Course Aim:

You will self-assess your current coaching and feedback skills and gain the knowledge and skills to coach and provide constructive feedback to your staff to help manage their performance on an ongoing basis. You will be able to identify the different types of criticism, and understand how to communicate and deal with difficult / angry people.

Training Suitable For:

All Supervisors / Team Leaders / Managers with responsibility for managing the performance of others, providing coaching and feedback on an ongoing basis. The course is also suitable for HR personnel who are involved in providing guidance, coaching and feedback to others.

Learning Objectives:

- To understand how effective coaching and feedback can improve performance
- To practice giving and receiving constructive feedback in a way that encourages positive change
- To learn how to deal with an angry person
- To identify the different types of criticism
- To learn how to deal appropriately with criticism received

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