



Coaching and Feedback

In this module, participants explore the complexity of communication and the value of coaching and feedback skills. By exploring the ways in which people communicate at work we can understand when to use e-mail and when to have a face-to-face meeting. Active listening, straight talk and learning how to conduct an effective coaching session are all covered in this module.

Learning Objectives

- Having a clearer understanding of the challenge to effective communication
- Knowing the ways in which people communicate
- Knowing how we send messages through verbal, visual, and vocal mediums
- Understanding how dialogue is a more effective level of communication
- Knowing how to give and receive feedback
- Identifying your own listening response style
- Knowing how to conduct a one-on-one coaching session
- Understanding where to improve in holding a coaching session

Outline	Time
Introduction and Overview	8:00 — 8:25
Critical Success Factors	8:25 — 8:40
What is Communication	8:40 — 9:00
The Communication Cycle	9:00 — 9:10
Its More Than Words	9:10 — 9:20
Communication Highway	9:20 — 9:30
Visual, Verbal, and Vocal	9:30 — 9:50
Break	9:50 — 10:00
Dialogue	10:00 — 10:15
Listening Actively	10:15 — 10:25
Giving and Receiving Feedback	10:25 — 10:40
Listening Response Style and Workshop	10:40 — 11:10
The Coaching Meeting	11:10 — 11:20
Coaching Skills Inventory	11:20 — 11:45
Coaching Planner Worksheet	11:45 — 11:55
Summary and Evaluation	11:55 — 12:00

Audience	Length	Tools	Participants	Format
Supervisors, Managers, and Professionals	4 hours	Listening Response Model; Coaching Skills Model	12 — 18	Classroom, leader led, interactive, skills practice, self-evaluations