



Feedback and Coaching

Course Overview:

The Feedback and Coaching course teaches employees and management how to deliver feedback effectively, and even more important, sets the stage for maintaining an environment where continuous improvement through effective feedback is the norm. The sessions instruct management on how to give proper, continuous, objective, non-judgmental performance-based feedback to employees for optimal results using psychological models and the Principles of Noble Intent. Then, the course instructs management how to transition into coaching after feedback has been delivered.

Giving people objective, positively oriented, non-judgmental performance-based feedback plays an intrinsic role in maintaining a keen focus on improving an employee's skills, while keeping the company's bottom line healthy. Feedback is an economically sound business practice, perhaps providing the best return on investment for a manager's time. Witness first hand, the amazing – often immediate -- effect that clear, constructive, and timely feedback can have on employees by implementing these lessons into your organization.

Features and Benefits:

- Feedback allows the person receiving it to become aware of a problem, situation, or performance-based issue and allows them to address the changes necessary to take corrective action.
- In the competitive, fast paced world we face today, we cannot afford to waste time or expend effort to fix problems caused by the misalignment of responsibilities, misunderstanding of task assignments, the miscommunication of objectives, failure to appropriately address authority guidelines, or the mismatch of a person's skills to their task assignments. Consistent feedback is the best way to create an environment where process improvement and striving for the best results possible is the norm.
- Effective feedback helps an employee begin, stop, continue, or change a behavior that affects performance or their career objectives. Consistent feedback avoids time lags in the feedback loop, which will save the employee from repeating behavior that is not linked firmly into expectations. Timely feedback keeps stress levels low and employee productivity high.
- You don't want insignificant issues to fester until they become major issues that will affect productivity and results. Most important, when issues fester, resentment and tension build - perhaps destroying trust or relationships.



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- Consistently delivering feedback throughout an organization allows teams and departments to develop a trusting environment. Studies show that a high level of trust and good communication are linked to the bottom line.
- Feedback and coaching makes employees aware of their manager's expectations and of the company's goals, values, and objectives.
- The feedback and accountability process provides a tool by which employees can measure their progress. As feedback becomes part of the culture it motivates employees toward a higher standard.
- Delivering feedback helps people and teams work through obstacles that are blocking achievement. By encouraging feedback in a timely fashion, you give people the opportunity to settle issues, resolve conflict, and address problematic behavior before it infects the entire group.

eTraining Methodology:

Through eTraining, you can learn **when you want**. You decide the time. There are no classes to attend meaning you can learn around your schedule at your own pace.

You can learn **how you want**. All eTraining courses are taught in three different formats: audio, video, and written formats. This gives you the ability to learn in the format that is best suited for your individual learning style, or you can even pick a combination of all three: audio, video and written. The course comes complete with activities, white papers, scripts, online quizzes, and a final exam to ensure full comprehension of the course material.

Learn **where you want**. With leadership development eTraining, you can take this course at your desk, at home during quiet time, while exercising, or when you are traveling. We call this flexibility: **My Way, My Place, My Pace™**.

The Indaba No Risk Guarantee:

Take 30 days to study, learn and benefit. If you are not impressed simply call our office for a full, no questions asked refund. We are this confident that you will love our programs!

Feedback and Coaching Course Highlights:

Session 1: Feedback Defined & The History of Feedback

Session 2: How to Give Feedback

Session 3: PRISM Acronym and Introduction to Perceptual Prisms

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Session 4: Perceptual Prisms

Session 5: The Communication Loop and Language Patterns

Session 6: Absolutes and Generalities

Session 7: The Feedback Agreement and The Feedback Process

Session 8: Peer to Peer Feedback, Noble Intent, and Coaching