



# 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.

## Feedback and Coaching Course:

Session 1: Feedback Defined & The History of Feedback

Session 2: How to Give Feedback

Session 3: PRISM Acronym and Introduction to Perceptual Prisms

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

## 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 timelags 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.

