

Module 2: Feedback and Coaching

Recommended for delivery at any time during the year

Coaching and Feedback are two essential people management skills, they can motivate the demotivated, deliver performance in the underperforming and develop new skills in individuals at all levels. The quality of coaching and feedback in the workplace can be limited and many managers think they are coaching when they are being directive or leading which has less long term impact. This workshop reviews and applies proven best practice coaching and feedback tools and techniques that enable the manager to effectively coach their team members to recognise and develop the required skills and behaviours that increase performance.

Outcomes:

- Appreciate the value of feedback & coaching skills as a leader and manager
- Recognise the difference between coaching and feedback and when to use which
- Understand and apply best practice feedback & coaching models
- Be ready to coach with a list of quality coaching questions
- Harness the power of positive feedback and recognition to motivate sustained performance
- Practice activities in coaching and feedback to drive ability, using real scenarios

Actus alignment

- Use the development functionality to build development plans
- Manage professional development (CPD & Revalidation included if relevant)
- Document coaching and feedback conversations in 121's and appraisals
- Add comments and attachments to support coaching conversations
- Utilise 'Recognition and Feedback' functions (if enabled) to drive engagement and motivation

