

The Coaching Meeting

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Learning Outcomes

- Define the importance of all aspects of communication when coaching including body language and tone of voice.
- Model constructive feedback in scenarios and ensure this is not received as criticism.

What you will need:

Sticky notes

Handout 15 – Communication

Handout 16 – Criticism vs constructive feedback

Handout 17 – Top tips for giving constructive feedback

Handout 18 – Feedback Activity

Handout 19 - A Coaching Meeting Structure – Exercise

"Criticism or Constructive Feedback?" cards

Content and suggested timings:

Setting the tone for coaching	25 mins
Criticism v constructive feedback	20 mins
Structure of meeting	15 mins
Total duration:	60 mins

Setting the tone for coaching

Putting coaching into practice can seem like the hardest part. Having learnt the skills and understood the process – how do you find the time?

Coaching can be used in most day-to-day work situations. In fact, good coaches perform this as an integral part of their role whether as a manager or employee. They will coach people without them even realising what is taking place – which generally is seen as a positive experience!

The process needs to be two-way. It provides individuals with the opportunity to improve their performance and develop their skills and knowledge through guided practical experience and regular constructive feedback.

Coaching is NOT about criticising or punishing; it's about providing guidance or a development opportunity. The next short activity will look at the key differences between criticism and constructive feedback.

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