

Coaching Through Effective Feedback®

Applying The Feedback Planner®

Purpose

In business, coaching is the ongoing process of guiding, developing, and improving employee performance. Coaching is a daily responsibility of all team leaders (including project leaders) to ensure employees understand and meet or exceed performance expectations. So, how do you openly work with a “poor team player?” Positively handle a “negative attitude?” Objectively deal with “bad judgment?” Sensitive criticize others, including your boss, customers or peers (and keep your job)? And, how do you praise others to capitalize on their strengths? Open communication is necessary in any work environment, however feedback is often neglected or avoided. Without it, improvements may not occur.

Coaching using The Feedback Planner® — a powerful and professional communication tool applied in this highly interactive workshop — shows you how to “sell” the need for change to improve a situation. The Feedback Planner reinforces understanding of the impacts and consequences of current behaviors, especially performance strengths and areas of needed improvement. This proven process does not require position-authority. Effective feedback, including constructive criticism, may be discussed with peers, upper management, customers, suppliers, contractors, etc.

You will develop your ability to objectively observe, collect, analyze, and discuss a situation to gain involvement and commitment to change behaviors and increase performance. Equipped with this practical way to prepare and give meaningful feedback, you will more confidently offer ideas for improvement and build your working relationships through successful communication.

Objectives

1. Collect & select performance feedback regularly to lead employee performance
2. Provide effective feedback (share praise, constructive feedback, development plans)
3. Diagnose & resolve performance challenges through progressive counseling
4. Recognize & reward desirable performance (with motivational strategies)

Audience

All team leaders (strategic leaders, tactical managers, and project leaders)

Prerequisite

- ☑ “Influencing For Business Results® (Using DiSC®)” (JC Training Program is recommended)

Pre-Work

- ☑ DiSC® “Managing Performance” Action Planner (paper or online assessment)

Duration

1 full-day program (1 half-day program, see “Sharing Effective Feedback”)

Materials

- ☑ Participant Workbook, including these practical on-the-job tools:
Feedback Checklist & Memory Jogger, The Feedback Planner® & DiSC® Motivators
- ☑ Feedback Planner® Job Aid (1 laminated 2-sided cardstock reference)

Business Results

- Improved accountability and performance through immediate coaching and feedback
- Effective communication by describing behaviors, examples and results (versus vague or emotional judgments)
- Reinforcement of desirable performance through positive recognition
- Increased employee motivation (and reduction of de-motivating behaviors)
- Specific development plans to improve



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through improved
team performance*