COACHING AND GIVING FEEDBACK
Role-play 1 - Maria
Coaching and Giving Feedback

- Preparation
- Setting the Intent
- Understanding Reality
- Giving Feedback
- Generating Options
- Action Planning
Group Discussion

• What are the key elements of preparing for a key conversation with a team member or a peer?
Setting the Intent

- *Establish the Intent:*

  - Define and agree on the Intent or outcome to be achieved.
    - Define a goal that is specific, measurable and realistic.
Understanding Reality

• Examine Current Reality:
  • Ask questions to elicit the current reality from the team member’s perspective
What is Constructive Criticism?

- Keep feelings at bay
- Tell the person exactly what he/she needs to improve
- Ensure that the recipient is aware of how to handle the situation productively
- Focus on the problem / behaviour not the person
Promote Perception of Self
## Promote Perception of Self

<table>
<thead>
<tr>
<th>Ways to Eliminate Threats</th>
<th>Ways to Maximize Reward</th>
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<tbody>
<tr>
<td>• Ask questions to understand if the person is looking for help</td>
<td>• Praise good performance</td>
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<td>• Do not offer unsolicited help</td>
<td>• Provide opportunities to develop skills and knowledge</td>
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<td>• Avoid leading questions</td>
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Focus on the problem, not the person

• Discuss the specific **situation** that occurred

• Highlight the **behaviour** that caused the problem

• Describe how this behaviour negatively **impacted** or caused the situation

• Agree on alternate positive **behaviours**
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