



It takes a leader to set priorities and accomplish goals. It also takes a leader to be able to guide his team to be able to perform to their optimal level. A leader should know when & which team member to Coach or give Feedback.

What is a course in Performance Coaching & Feedback? It is a module that is typically offered to first time leaders/managers. It focuses on developing their Coaching & Feedback skills.

After completing this course, learners are able to identify the need of Coaching or Feedback within their team. They learn techniques for being an effective Coach & also the skills needed to give effective Feedback. By making use of case studies, they are able to learn from the successes and failures of other professionals and apply these lessons to their own careers. By the end of the program, they will be able to overcome challenges they face in being an effective Coach or in giving an constructive Feedback.

Unit.	Unit	Unit objectives
1	Pre – Read	<p><u>Coaching</u></p> <ul style="list-style-type: none"> What is coaching? The life Coach Process Characteristics of an Effective Coach Motivational Coaching Mentoring vs. Coaching The Personal Brilliance Model Core Coaching Skills Listening Skills Questioning skills Leadership The Role of a Coach GROW model FUEL model PSSAM model <p><u>Feedback</u></p> <ul style="list-style-type: none"> What is Feedback Misperception of Feedback – Demystifying the Myths Types of Feedback Purpose of feedback Benefits of feedback Continuous feedback Challenges in giving Feedback Mistakes while providing feedback 3 Steps Feedback Model
2	Classroom Day 1	Case studies & role play of coaching
3	Classroom Day 2	Case studies & role play of feedback