

## **Training Content**

The Coaching and Feedback Skills are the fundamental skills needed by leaders to coach to enhance employee participation and ensure performance in their teams. The purpose of this workshop is to impart skills that are necessary to an understanding of the role, usage and practical application of coaching and the need for giving and receiving constructive and positive feedback in a way that maintains relationships and increases performance. As leaders, this is especially important as the feedback opens the door to discussion and problem solving and thus leading to higher productivity.

**Duration : One Day (8 Hours)**

**Target Audience : This workshop is for Managers who wish to nurture and build higher performance teams.**

### **Module 1**

- Difference between Feedback and Coaching
- Understanding the need for feedback and coaching in day to day scenarios.
- Mentoring Timeline

### **Module 2**

- Understanding coaching principles and establishing trust
- Active listening and powerful questioning technique.
- Using the STAR model as a coaching and feedback technique to help individual and teams to enhance performance and productivity
- Using the GROW model in goal setting and problem solving
- Understanding thinking traps and concept of “flow”
- Coaching plan to track and monitor performance
- Personal action plan by setting consulting development goals

### **Module 3**

- Learn to shine as a Mentor
- Constructive Feedback
- Task Specific Communication
- Burning differences building bridges

**This training would also include team engagement activities to help participants build a better bond and witness a highly interactive team learning session.**