

Giving Effective Feedback and Coaching Team Members

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Experience
English



Overview

- Reflection on your current practice
- **What does effective feedback look like?**
- A positive structure to guide the feedback conversation
- **Useful tips and techniques for delivering feedback**
- Coaching model and suggested questions
- **An opportunity to try these out**
- Questions

3 Questions.....

1. How often do you give feedback to your team?
2. How do they feel about receiving feedback?
3. How effective is your feedback?

What is effective feedback and what does it look like?

Balanced
Objective
Observed
Specific
Timely

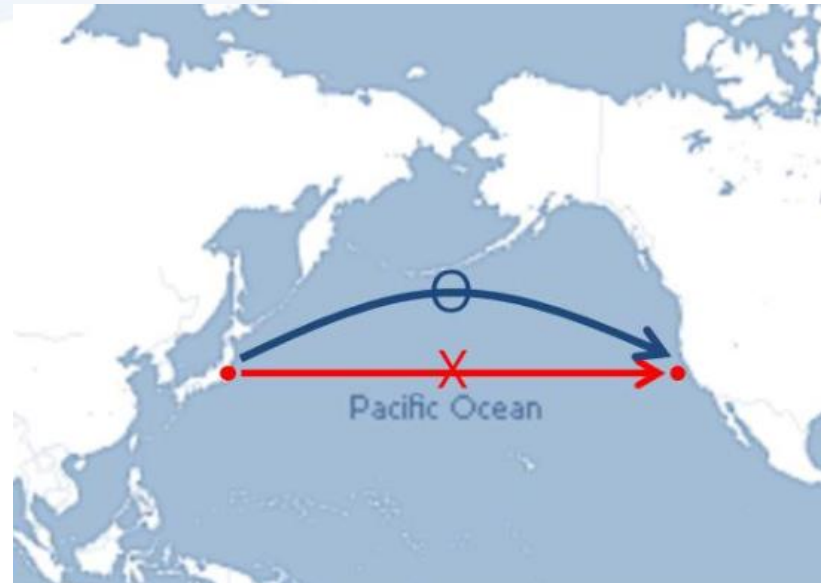
Developmental

Motivational

Motivational and Developmental

Motivational

Helps to build confidence



Developmental

Helps to build competence

The PRISM Model



PERMISSION
Can I give you some feedback?

REALITY
What does their performance look like?

IMPACT
What is the impact of their performance?

SOLUTIONS
What can they do to improve their performance?

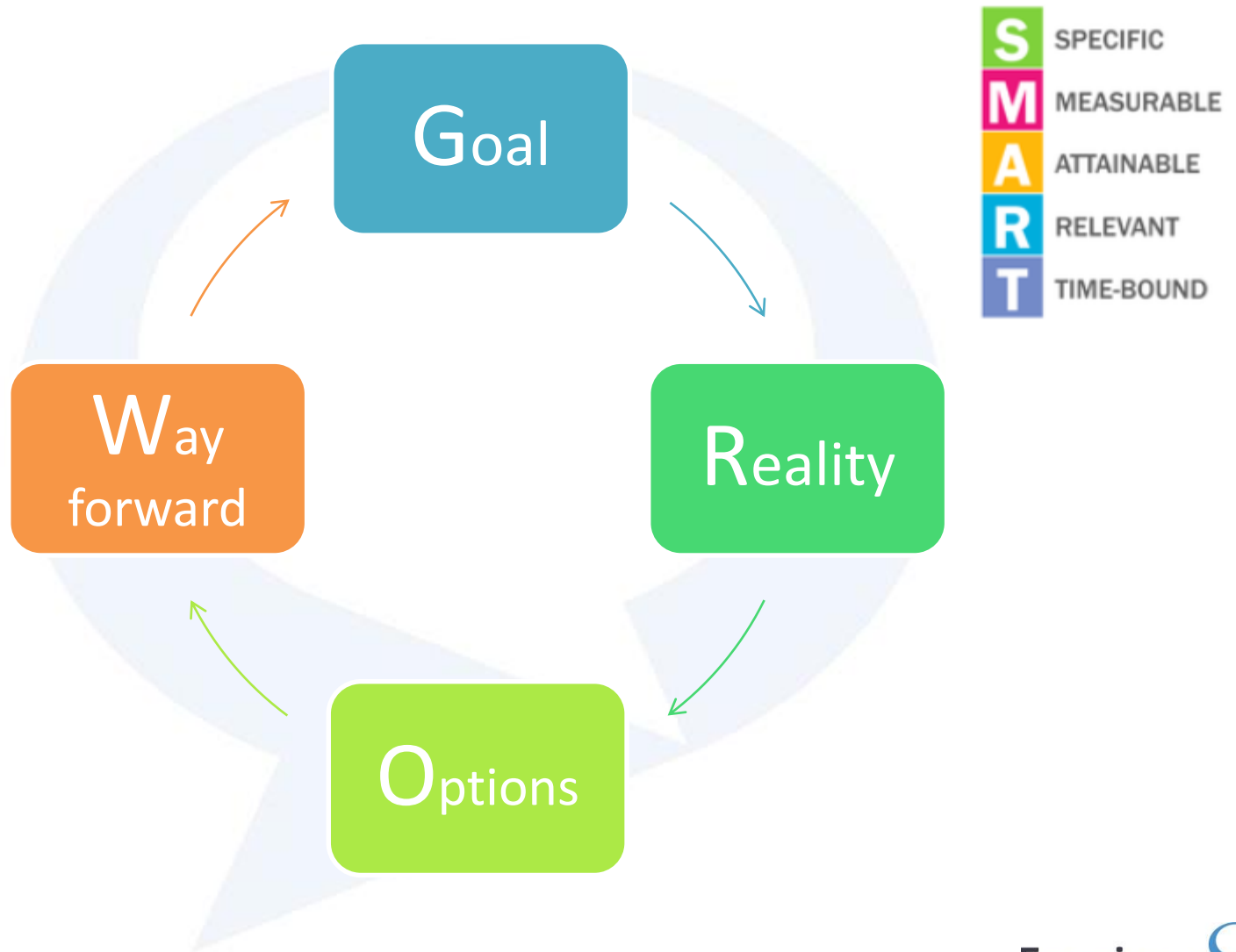
MAKE IT HAPPEN
What actions will they take?

TUI Leadership Essentials

Useful Feedback Tips

- Send feedback questions ahead of time
- Start using a log/feedback book
- Mention specific behaviours
When you do this..... this happens...
- Start with motivational feedback then use 'and' to give developmental 'and if you had done this.....'
- Remember to ASK rather than TELL by using targeted questions
- Use feedback sessions to build relationships, strengthen channels of communication, improve performance, motivate your team and provide better 'buy in' to solutions
- Always aim for a 'WIN/WIN' result

Coaching - The GROW Model



Useful Coaching Tips

- Aim for a 20/80 split where you act as a facilitator, helping your team members to draw conclusions for themselves and select the best options.
- Remember that, as a manager, you may well have expert knowledge to offer; use this to guide your team members to make the best decisions.
- Ensure that goals and objectives are SMART
- Ask good questions and listen effectively (active listening skills)
- Allow periods of silence as they provide valuable thinking/‘sink in’ time

Remember....

“Coaching is unlocking a person’s potential to maximise their own performance. It is helping them to learn rather than teaching them”

John Whitmore

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