

Communicating in Difficult Situations: Providing Coaching Feedback



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Learning Objectives

- **Strengthen and refine interpersonal communication style**
- **Increase confidence, comfort and effectiveness providing coaching feedback**

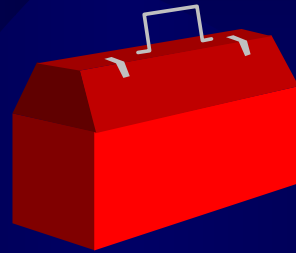


Agenda

- **Building positive relationships**
- **Organizing your thoughts**
- **Guidelines for providing feedback**
- **Facilitating discussion**
- **A coaching feedback model**
- **Structuring the discussion**
- **Practice providing feedback**



Practical Tools



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Relationships

- **Trust**
- **Communication**



Communication strengths and needs



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Organizing your thoughts

Mind over mouth

What's your "talk" style?



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Patterns of Reasoning

Inductive

X
X
X
X

specific to general

Deductive

X
X
X
X

general to specific



Providing Coaching Feedback

What's your comfort level?

Preparation is key!



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Tools for facilitating discussion

Three Stages of Active Listening

1. Hearing
2. Understanding
3. Responding



Guidelines for Good Listening

- **Get ready**
- **Pay attention**
- **Control barriers**
- **Separate fact from feeling**
- **Pick up cue words**
- **Paraphrase**



Barriers to effective Listening

1. Thinking of your response
2. Interrupting
3. Judging
4. Faking or listening half heartedly



Asking effective questions

1. **Open ended (How, What, Why, Tell me about)**
 - **gather information**
 - **encourage dialogue**
 - **explore options**
 - **reach agreement on action**
2. **Close ended (When,where,who,how many,do you, are you)**
 - **Seeks specific answer**
 - **Discourages dialogue**



Coaching Feedback Model

1. Identify purpose of meeting
2. Describe behavior/concern
3. Describe impact/consequences
4. Stop talking! Look and listen
5. Gather information
6. Choose coaching approach
7. Agree on specific changes
8. End positively
9. Follow up





Structuring the Conversation



Practice delivering feedback

**Everything you do and say
communicates a message!**



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Summary and next steps



**Thanks, for
participating!**



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