

EFFECTIVE SUPERVISORY MANAGEMENT PROGRAM

DAY FIVE

Instructor: Eleanor Green

- Coaching and Feedback

SESSION TITLE: COACHING AND FEEDBACK

Session Goals:

- To describe guidelines for giving feedback in a way that reduces defensiveness and helps develop employees.
- To have participants practice following guidelines for giving feedback.
- To describe active listening, its advantages, and how it might be used.
- To have participants practice using active listening.
- To describe the objectives and one approach to an employee coaching session.
- To have employees practice employee coaching steps and behaviors.

Reading Assignment:

“Management Time: Who’s Got the Monkey?”

By William Oncken, Jr. and Donald L. Watts

Questions to Consider:

- Why is feedback important?
- When and how should feedback be given?
- When might I use active listening?
- Can I use the skills and approaches taught in this session successfully?

MATERIALS FOR THIS SESSION WILL BE PROVIDED IN CLASS ON FRIDAY