



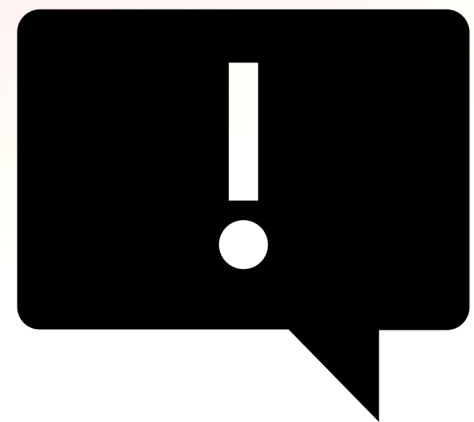
Feedback & Coaching
for your employees

*Why do we provide
our employees with
Feedback and
Coaching?*



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We provide feedback and coaching to...



Develop our employees, to assist in Engagement, to help with their Success, and to meet the Goals of the University.

*Providing Feedback and Coaching to your employees in a timely, clear, and consistent manner is one of the most **IMPORTANT** actions as a supervisor.*

What is feedback?

What is coaching?



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Feedback: *developing your employee by providing commentary, either constructively or positively, on situations that have already occurred*

Coaching: *developing your employee by providing actionable information to help your employee reach their goals and to attain desired outcomes*

How to provide your employee with Feedback:

- ❖ **Be timely – feedback is more impactful the closer to the event as possible**
- ❖ **Evaluate the event or performance to establish what went well and what could be improved upon**
- ❖ **Meet with your employee in a private setting**
- ❖ **Provide the feedback in a respectful, calm, and clear manner**
- ❖ **Be sure all expectations are communicated**
- ❖ **Follow-up *(if necessary)***

How to Coach your employee:

- ❖ Be timely – don't wait to coach your employee
- ❖ Meet with your employee in a private setting
- ❖ Provide the information in a respectful, calm, and clear manner
- ❖ Be sure all expectations are communicated
- ❖ Follow-up by evaluating the event or performance to establish what could be improved upon and provide them with **FEEDBACK** – *be sure to let them know what they are doing well!*

Role Play

*Partner up with another
and practice a “Feedback”
and “Coaching”
conversation*



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Feedback Scenario

You have an employee who worked on a project and missed completing a section needed because “they forgot.” There was enough buffer where it was able to be completed without serious impacts, however, we want to provide feedback to our employee to ensure it doesn’t happen again.



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Coaching Scenario

You have an employee who is working on a project who has demonstrated difficulties in completing this type of work in the past. Provide coaching to your employee to help in reaching the project goals.



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Discussion

How did it go? How were they different?



Questions?

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