

OFFICE

STR. CALOIAN JUDETU, NR.3A,
SECTOR 3, BUCURESTI, COD 031111

PHONE

+4 021 326 81 70

FAX

+4 021 326 81 70

EMAIL

INTERACT@I-INTERACT.RO

WEB

WWW.I-INTERACT.EU

THE ART AND SCIENCE OF FEEDBACK[©]

Overview of the course

A license of **Breakthrough Learning Associates Inc., Canada**, this course is an excellent tool in the development of managerial skills of feedback and communication for team management. The course links performance management, coaching and feedback and uses the Herrmann Brain Dominance Index for communication enhancement.

Is this course for me?

The course is aimed at managers who want to improve their performance in leading teams, giving feedback and coaching, as well as their communication skills.

What's in it for me and my organization?

Better performance management through improved leading attitude of managers, better feedback skills and better relationships between managers and direct reports.

Learning outcomes

- Develop abilities that form the coaching wheel
- Increase focus on company goals and objectives through structural tension chart
- Coach others with awareness of self and others
- Manage time to allow for better manager-direct report relationships
- Give constructive feedback
- Practise performance appraisal dialogues

Course details

Minimum 6, maximum 12 participants in a group
Period: 2 days, 9:00 to 17:00
Trainer: Lucian Mihai

AGENDA

1. THE CREATIVE PROCESS – A COACHING FRAMEWORK

- The Coaching Wheel
- Structural Tension Chart
- Leader as Artist

2. THINKING ABOUT COMMUNICATION

- Team Profile
- Receiving Feedback Self-Assessment

3. QUICK HIT COACHING, PERFORMANCE COACHING AND DELIVERING FEEDBACK

- Time Management for Better Relationships
- Coaching Format
- Coaching for Results
- The GROW Model – Feedback that Works

4. PERFORMANCE MANAGEMENT ISSUES AND OPPORTUNITIES WITH ACTION PLANNING

- Mid-Year and Year- End Reviews
- Developing the Performance Conversation
- Practising Employee Responses
- Action Plans – Ways to Develop Employees