



MOMENTUM
TRAINING SOLUTIONS

COACHING AND GIVING FEEDBACK



SKILL CHECK - ROLEPLAY

Role-play 1 - Maria

Coaching and Giving Feedback



Group Discussion

What are the key elements of preparing for a key conversation with a team member or a peer?





Setting the Intent

- *Establish the Intent:*
- Define and agree on the Intent or outcome to be achieved.
 - Define a goal that is specific, measurable and realistic.



Understanding Reality

- *Examine Current Reality:*
 - Ask questions to elicit the current reality from the team member's perspective

What is Constructive Criticism?

- Keep feelings at bay
- Tell the person exactly what he/she needs to improve
- Ensure that the recipient is aware of how to handle the situation productively
- Focus on the problem / behaviour not the person



Promote Perception of **S**elf



SPACE



Promote Perception of **S**elf

Ways to Eliminate Threats

- Ask questions to understand if the person is looking for help
- Do not offer unsolicited help
- Avoid leading questions

Ways to Maximize Reward

- Praise good performance
- Provide opportunities to develop skills and knowledge

Focus on the problem, not the person

- Discuss the specific **situation** that occurred
- Highlight the **behaviour** that caused the problem
- Describe how this behaviour negatively **impacted** or caused the situation
- Agree on alternate positive **behaviours**





Contact Information

Momentum Training Solutions

Cell: +91 9025523000

Email: admin@mmts.org

Website: www.mmts.com

Karun Samuel

President – Business
Development

Vikas V

President – Training &
Development