

FEEDBACK Vs COACHING

Activity: what would you do?

Consider each of the scenarios below

- Would you coach or just give feedback?
 - Would it be instant or formal?
 - What will you say in each scenario?
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- Your sense of smell tells you a member of your team is probably wearing a shirt for a second day.
 - You witness a member of staff telling a customer that they looked great in the play suit they are wearing.
 - A member of your team's work performance has declined greatly over the last two weeks.
 - Someone on your team is often late when returning from lunch or breaks.
 - You witness a member of your team helping their colleague to complete a task that would have taken them a long time to do on their own.
 - You overhear a member of your team use a technique you have never heard before for guiding customer through the store.
 - You have received a complaint from a customer regarding members of staff not knowing what they were serving last week. Since you have found out that the specifications for each new dishes are still on the managers' desk.
 - You notice that two of your team are having a heated discussion about something when there is someone from another department waiting to ask them a question.
 - You are walking by and notice two of your team members chatting at the till.
 - You witness one of your team being unhelpful when the new starter who joined last week asks them a question.
 - A member of your team completes a task or a project you set them ahead of schedule. Their work is of a really high standard and shows just how much they care!
 - You are working in the kitchen and notice a junior chef is not following a recipe correctly.