

Learning & Development - Giving Feedback

WHY	<p>This course is the first of two parts on people management. Part 1 (this course) will give you an incredibly simple yet powerful tool that will allow you to give fair and impactful feedback to your team members.</p> <p>This course is all about the skill of being able to give feedback while the next course will allow you to turn feedback in coaching sessions, if required.</p>
WHO	<p>Audience:</p> <ul style="list-style-type: none"> - Hospitality professionals of all levels - Anyone curious about people management <p>Facilitator:</p> <ul style="list-style-type: none"> - Self-learning - Managers of all levels
WHAT	<p>Content includes:</p> <ul style="list-style-type: none"> - Identify the difference between Feedback and Coaching - Effective way of giving feedbacks <p>Content length:</p> <ul style="list-style-type: none"> - Approximately 30 minutes in this section
HOW	<p>1st Read content and select what you believe to be useful for you/your team</p> <p>2nd Decide what element you/your team will apply and make a plan</p> <p>3rd Set a deadline for application to be reviewed</p> <p>4th Review results, amend methods according to specific needs and apply again until satisfied</p>
PLUS	<p>Internal resources:</p> <ul style="list-style-type: none"> - Refer to the course on Coaching (Part 2 of this course) as both skills (giving feedback and coaching) are complementary and often used together to support team members with their development needs.

Introduction

We have all already come across the terms 'feedback' and 'coaching' in books, blogs, magazine articles, forums... as these are hot topics in the land of management training. And there is a good reason for that: giving feedback and coaching appropriately and effectively are two of the most important skills a manager can have!

Given feedback and being coached, your team members become aware of what they are doing and the effect, both positive and negative, it is having on others or on a process/procedure. In turn they then have a better understanding of how they are performing and become more self aware of their strength and weaknesses. Ultimately, feedback and coaching help people to start to find solutions and improved ways of working for themselves rather than relying on the manager to find it for them.

This course (in combination with Part 2 – Coaching) will help you achieve this, but it will take practice to see results. Are you ready?

Difference between Feedback and Coaching

In a nutshell: Feedback is when I TELL YOU information that will help you develop, whereas Coaching is when I ASK YOU AND YOU TELL ME about it.

Although giving feedback appropriately is effective, it is often the first step in terms of your relationship with a team member. Coaching is a powerful tool that, if carried out correctly can engage and create ownership in the person being coached in order for improvement to take place.

Giving Feedback, the method:

- I. Give your staff the factual EXAMPLE of what you want them to improve (just describe what they did in a neutral way)
- II. Demonstrate what EFFECT or impact it had on others, customers, colleagues, business
- III. Agree what they will CHANGE so it does not happen again (asking them and letting them say it is key)

EXAMPLE:

- I. *"I noticed earlier that you were clearing glasses from a table with no tray (Example).*
- II. *First of all it is potentially dangerous, for yourself and others, as you may cut your fingers if someone bumps into you. Then it does not look great and professional from a customer point of view (Effect).*
- III. *What can you do to ensure the level of safety as well as customer service is maintained at all time? (Change)"*

TIPS:

Remember that you will get your staff more engaged and willing to change their behaviour if THEY say it, rather than YOU. They will take their responsibility if you adopt a participative approach and ask questions rather than tell them what to do.