

# GUTSY

## Coaching & Feedback

Practical skills to help you coach effectively and deliver feedback that drives performance

In over three decades of experience, we've learnt that capable coaches have two things in common:

1. They have taken the time to learn the skills required to coach and provide feedback effectively, and
2. They have the guts to build trust and navigate difficult conversations by taking action

Being a capable coach is a learnt skill. This program teaches you how to coach team members to reach their full potential and deliver feedback that creates positive change. It highlights the key skills needed to be an effective coach and gives you tactics to help you develop your people.

### Program nuts and bolts

Brief and effective, our pre-program analysis highlights individuals' coaching capabilities and benchmarks their current effectiveness in providing feedback and developing others.

The group coaching phase will target the group's specific objectives (perhaps developing high performers or addressing performance gaps). Participants will walk away with a comprehensive 'how to' guide for all aspects of coaching and feedback.

Participants will be accountable and demonstrate their increased capability and confidence through practical application of coaching frameworks and real-world scenarios.

**TACTICIAN STAT:  
EFFECTIVE COACHING  
INCREASES EMPLOYEE  
PERFORMANCE BY UP TO 70%**

### What will you gain?

- ✓ An understanding of the Trust Triangle and how authenticity, logic, and empathy enhance coaching effectiveness
- ✓ The GROW coaching framework to help team members self-discover and reach their goals
- ✓ The YES, SBI feedback model to deliver specific, non-emotional, impact-focused feedback
- ✓ Skills in deep questioning and empathetic listening to get the best out of your people
- ✓ The ability to navigate different scenarios using skill vs will assessment



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