How are you at giving feedback?

What about receiving it?

If you're like most other people, you're probably not very comfortable with either.

Because it's not normally the way we interact with people.

It's uncomfortable and it's not very effective.

People don't change and grow because somebody told them to. People change and grow when they're able to set goals that they care about.

When they leverage their strengths and gifts to reach those goals.

And when they collaborate with people who support them and help them Reach those goals.

That's what coaching is all about.

When you are focused on success, that looks like setting up your team for success by giving them time and opportunity to come up with their goals and figure out what they're trying to do and coming up with a plan and implementing and putting in your action steps to reach those goals and providing time for reflection and coaching.

The more coaching you do the more staff are going to be able to self-reflect and the more they're going to be able to self-manage to help reach those goals.

The cycle of learning and growth looks something like this or should look something like this.

Where we receive information about a skill, for example and then we put that skill into practice.

Then we get some coaching and reflection about how it went.

Then we get a little bit more information and put it back into practice and so on.

This is how growth happens.

Too often the way we have tried to force growth to happen as we do a one-off training or we tell staff they have to start doing this thing. We don't give them enough opportunity to practice, and we don't give any opportunity to coach through it. Therefore it's never going to be a skill that sticks.

Training has its place, but just training has a 22% impact.

However, when you combine training and coaching it multiplies because that's how people learn.

It's not just listening to other people talk that doesn't cause transformation.

It's just more information.

Listening to the information then looking at the resources, doing the exercises, the reflection and the activities, and meeting to discuss what you're learning- that's the cycle.

It's not just being told what to do.

It's being given the information and the opportunity to do it and then receive coaching around what you're learning.

It's a focus on growth.

It empowers staff because they become part of the process.

It's collaborative.

It's not me as your supervisor telling you what you need to do, telling you what's good and what's bad and you just have to sit there and take it. You just have to sit there and agree whether you agree or not, whether I know what I'm talking about or not.

Of course people have reactions to feedback like that.

They get defensive about feedback like that.

Because many times the feedback isn't accurate or helpful.

When we focus on coaching it creates collaboration where we're both in this together to get us both to the same goal.

That has a really different feel than, *I'm telling you you have to do this because you're not doing it well.*

In most cases coaching can take the place of feedback.

Wouldn't that be a joy for you as the supervisor because again feedback really isn't all that comfortable for anybody.

Most people don't enjoy doing it. Many people avoid it altogether.

But when you learn to use coaching skills to support your team, it is enjoyable because it's effective.

So some skills that you're probably using already, but you might not be using in your feedback is to listen openly and without judgment to help your staff access and leverage their gifts and strengths.

Focus on outcomes and growth- it's not about punishing. It's about looking forward and going where you want to go.

So something for you to think about is, how can you use coaching to enhance staff and program quality?