

Corrective Coaching

Corrective feedback provides employees with information about four aspects of their performance:

- the topic/issue,
- your observation of behaviors or results,
- the impact of those behaviors or results,
- take responsibility for the issue,
- a request, suggestion, or directive to maintain good performance or help the person improve.

The model includes prompts in the form of incomplete sentences to help you formulate your feedback. Use the prompts as written until they are firmly committed to memory. With practice, giving corrective feedback will become natural and comfortable. Then use the format to organise your communication.

COACHING SEQUENCE

Topic

I want to talk to you about (topic of coaching).

Observations

I noticed (describe behavior or result).

Impact

The impact is (describe the impact).

Responsibility

How do you feel about this issue (ask questions to get person to take responsibility)

Request, Suggestion, or Directive

I'd like you to (describe what you want him or her to do next time).