Part 1E - Coaching Skills: Listening & Providing Feedback

IFLA Coach Training
Introduction

Continuing Professional Development and Workplace Learning and the Management & Marketing sections

2020 Committee:
- Ewa Stenberg, CPDWL & Coaching Committee Convener
- Almuth Gastinger, CPDWL
- Ulrike Lang, CPDWL
- Carmen Lei, CPDWL
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IFLA Coaching Initiative -
https://www.ifla.org/cpdwl/projects

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Instructor

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IFLA Coach Training Series

- Part 1A – Introduction to Coaching
- Part 1B – Coaching Principles, Mindset, & Roles
- Part 1C – Coaching Process & Session Guide
- Part 1D – Coaching Skills – Asking Questions
- Part 1E – Coaching Skills – Listening & Providing Feedback
- Part 2 – Putting It All Together – Live Webinar

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Learning Objectives

• Apply active listening and observation skills during coaching conversations
• Identify personal filters that may get in the way of effective coaching
• Identify the important elements of providing feedback during coaching conversations
Listen & Observe

- Language used by the client
  - Positive versus negative language
  - Talking about the past rather than the present or future
  - Knowledge, skills, experience, strengths/weaknesses
  - Words used by the client

- Observations
  - Body language
  - Vocal tone and volume
  - Facial expressions
Listen For What’s Not Being Said

- Clues about:
  - Values
  - Beliefs
  - Fears
  - Emotions
  - Strengths

- The person behind the words
Active Listening

- Body language
- Verbal acknowledgement
- Checking for understanding
- Neutral / Non-judgemental
- Resist the temptation to plan solutions in your mind – you will stop listening
- Stay curious
- Silence
Watch Out For Your Filters

- Assumptions
- Stereotypes
- Values & beliefs
- Trying to relate

Overcome filters by staying curious

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Tips For Providing Feedback

- Don’t feel tempted to fill the silence by talking
- Ask permission to provide feedback
- Focus on observations and facts, not your opinions or thoughts
- Resist the temptation to provide advice
Review

• Apply active listening and observation skills during coaching conversations
• Identify personal filters that may get in the way of effective coaching
• Identify the important elements of providing feedback during coaching conversations
What’s Next?

• IFLA Coach Training:
  • Part 1A – Introduction to Coaching
  • Part 1B – Coaching Principles, Mindset, & Roles
  • Part 1C – Coaching Process & Session Guide
  • Part 1D – Coaching Skills – Asking Questions
  • Part 1E – Coaching Skills – Listening & Providing Feedback

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Thank You and Contact

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