

MODULE 4: COACHING

Feedback and encouragement- Encourage progress and celebrate achievements.

LEARNING GOALS AND OBJECTIVES OF THE ACTIVITY:

Objective n° 1

Provide constructive feedback to clients:

- Participants will understand how to deliver clear, specific, and constructive feedback that addresses client challenges and facilitates improvement. Participants will
- practice giving actionable feedback that promotes learning and growth while maintaining client motivation and confidence.

Objective n° 2

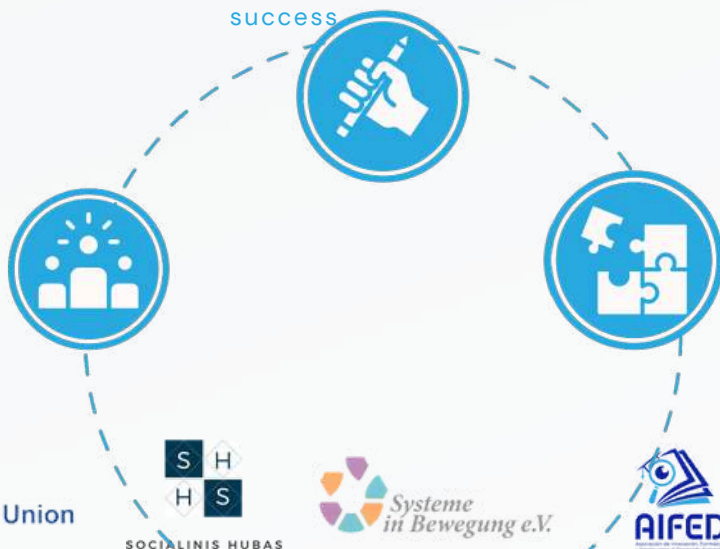
Improving the skills of encouraging progress and celebrating achievements

- Participants will understand how to effectively acknowledge and celebrate client achievements, reinforcing motivation and positive behaviours.
- Participants will develop the following skills:
- Recognizing and celebrating milestones to enhance client engagement.
- Maintaining a positive environment that encourages continued effort.
- Implementing meaningful rituals for celebrating success

Objective n° 3

Balancing feedback, praise, and encouragement and address challenges effectively

- Participants will learn how to effectively balance constructive feedback with praise and encouragement, fostering a supportive environment that empowers clients. Participants will
- develop skills to implement feedback, praise, and encouragement to navigate challenges, promote client resilience, and enhance overall progress. This approach will also emphasize the importance of celebrating client achievements to reinforce motivation and positive behaviors.



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ACTIVITY DESCRIPTION AND MATERIALS

Activity description



- 1.Target group – adult educators, mentors of change
- 2.Time – 2 hours

1. Videos: real-life scenarios demonstrating effective feedback and celebrate client achievements,
2. Whiteboard: for capturing key points.
3. Practical activity sheets: sticky notes, worksheets for reflection and application.
4. Drawing tools: for role-playing activities.

Materials



METHODOLOGY USED FOR THIS ACTIVITY



Collaborative Learning:
Participants engage in small groups to role-play client scenarios, practicing delivering constructive feedback that addresses client challenges. This approach encourages collaborative learning and dialogue about effective feedback strategies.



Brainstorm Techniques
Following the role-playing, participants will engage in a brainstorming session focused on strategies for effectively acknowledging and celebrating client achievements. Participants will use sticky notes to record and share innovative ideas for recognition rituals, ensuring that celebrations are meaningful and tailored to individual client preferences.



Role-Playing Exercises:
Participants will simulate real-life scenarios in which they provide feedback and encouragement. This approach allows them to practice their skills in a safe environment, enhancing their confidence and ability to balance feedback, praise, and encouragement.



Reflective Practice:
Participants will reflect on their approaches to delivering feedback and maintaining positive behaviors after completing exercises. This will strengthen their ability to balance between feedback, praise, and encouragement.



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ACTIVITY DESCRIPTION

1.Introduction The educator introduces the main topic and objectives, emphasising the importance of providing constructive feedback, praise, and encouragement to enhance client growth and motivation. Participants will learn how to effectively balance these elements, fostering a supportive environment that empowers clients. The educator explain the main definitions of:

- **Constructive Feedback:** Feedback that is specific, actionable, and focused on improvement, aimed at helping the recipient understand how to enhance their performance. **Praise:** Positive acknowledgment of a client's efforts, highlighting their strengths and achievements to reinforce motivation. **Encouragement:**
- Supportive statements or actions intended to inspire confidence and motivate clients to overcome challenges.

2.Guided Discussion

The educator leads a discussion on key points, including:

- A) The role of feedback in fostering client development.
- B) The evolution of feedback practices in modern coaching.
- C) Techniques for addressing challenges when providing feedback.

Discussion Questions:

- What are the key elements of effective feedback? How can constructive feedback be tailored to individual clients? In what ways can praise enhance a client's motivation and self-esteem? How do cultural differences influence feedback practices? What strategies can be used to encourage clients who are resistant to feedback? **Challenges in Feedback:** Obstacles that may arise when delivering feedback, such as resistance from clients or difficulty in articulating critiques effectively.

3.Collaborative Learning Participants engage in small groups to role-play client scenarios, practicing how to deliver constructive feedback that addresses client challenges. This approach encourages collaborative learning and dialogue about effective feedback strategies. Participants are tasked with discussing their experiences and insights from the role-playing activity.

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4.Role-Playing Exercises Participants will simulate real-life scenarios in which they provide feedback and encouragement. This hands-on approach allows them to practice their skills in a safe environment, enhancing their confidence and ability to balance feedback, praise, encouragement. The educator will provide specific scenarios for participants to act out, ensuring they cover various situations they may encounter in coaching.

5.Brainstorm Techniques

Following the role-playing, participants will engage in a brainstorming session focused on strategies for effectively acknowledging and celebrating client achievements. They will use sticky notes to record and share innovative ideas for recognition rituals, ensuring that celebrations are meaningful and tailored to individual client preferences.

Recognition Rituals: Structured activities or practices designed to celebrate client milestones and achievements, reinforcing their progress and motivating continued effort.

6.Reflective Practice

- Participants will reflect on their approaches to delivering feedback and maintaining positive behaviours after completing exercises. This reflection will strengthen their ability to balance between feedback, praise, and encouragement. Educators will guide participants in assessing how they can improve their feedback delivery methods and maintain a positive coaching atmosphere.

7.Reflection and Application

- Participants will discuss how to implement these feedback techniques in their coaching practice, assessing their strengths and identifying areas for improvement in delivering effective feedback. They will explore actionable steps they can take to ensure that they provide constructive feedback, praise, and encouragement to reinforce client progress and celebrate achievements.