

## **SETUP FOR VIRTUAL TRAINING SESSION TWO**

### **Polls**

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Prepare the following polls using the question and answer selections provided.

Introduction:

1. Which type of motivation is the most powerful tool of effective coaches?
  - External
  - Internal
2. When giving constructive feedback, what kinds of challenges do you anticipate from the employee? Select all that apply.
  - gets defensive
  - disagrees with you
  - blames someone else
  - goes silent and doesn't respond
  - Other (enter in chat window)

### **Media**

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Prepare the following media.

1. Video: Giving Feedback (Negative Model)
2. Video: Giving Constructive Feedback: Part 1
2. Video: Giving Constructive Feedback: Part 2

### **Chat Windows**

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Prepare separate chat pods for the following questions.

- Since our last session, what coaching skills have you used? What's been your experience with them?
- What opportunities do you have to give feedback to your employees?

### **Whiteboard**

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Prepare the following whiteboards.

- Benefits to the Employee (title only)

### **Notes**

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Prepare a note pod for each video viewing that contains the following information.

## SAMPLE Virtual Training Facilitator-Producer Guide

1. As you watch the video for "Giving Feedback":
  - a. Rate how effectively the leader delivered feedback using a scale of 1 to 10.
  - b. Take notes on your thoughts about this leader's feedback skills.
2. As you watch the video for "Giving Constructive Feedback":
  - a. Make brief notes about what the leader says or does when providing feedback
  - b. Consider the impact of this feedback conversation on the employee.

### Files

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Participants should have received their materials in advance and have a printed copy of all documents needed. However, just in case, have electronic copies of the participant materials available in a file-share pod.

1. Participant Workbook
2. Job Aid

## FACILITATOR/PRODUCER NOTES: OPENING of SESSION TWO

### 30 Minutes Before the Start Time

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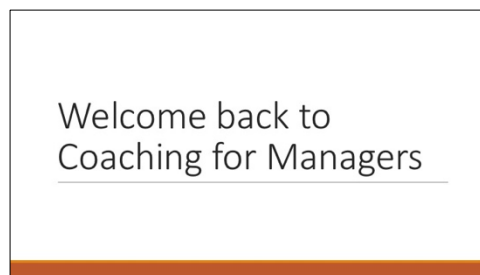
*If one exists, disable the automatic announcement feature of the conference call to avoid disruption.*

**LOG IN** to ensure connectivity.

**SHOW** slide, "Welcome Back to COACHING FOR MANAGERS."

**Producer:**

Start the audio conference at least 15 minutes prior to the session start time.



**Producer:**

Assist participants with any technical issues as they connect to the virtual classroom.

**OPEN** chat window titled: " Since our last session, what coaching skills have you used? What's been your experience with them?"

**OPEN** a second chat window titled: " What opportunities do you have to give feedback to your employees?"

Also assist participants with using the chat window if needed.

**10 Minutes Before the Start Time**

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**WELCOME** participants as they arrive.

**INVITE** participants to answer the questions found in the chat windows.

*During this time, while participants are joining the session, engage them in conversation. Encourage them to participate in the chat window discussions and to begin chatting with you and one another. Acknowledge comments made in the chat window. This interactivity will help set the stage for an interactive class.*

**Welcome**

10 min

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**WELCOME** the group.

**INVITE** participants to say "hello" to each other in the chat window. Ask them to include their name, job role, and current location. Encourage participants to verbally speak to one another during this time, saying hello and other greetings.

*If you were the facilitator of the same group during the first session, simply greet participants and welcome them back to Session Two. If not, introduce yourself to the group, including the following information:*

- Name

- *Job Function*
- *Your role as facilitator of this program*

*Allow the producer to say hello and remind participants of their role in the session (i.e., technical support, available via private chat for any technical questions, etc).*

**REVIEW** administrative items by saying:

Since we are using a virtual classroom for this program, here are a few important things to keep in mind. First, this program is designed to be interactive and engaging, just as if we were in a face-to-face classroom. Please do your best to stay involved with our class and ignore any distractions around you. Close your e-mail and other programs, and try not to multitask. I'll do my best to keep our class interesting and relevant to you.

Second, please state your name when you speak so that we can get to know your voice. We don't plan to mute the telephone lines so that everyone can actively participate. However, if you happen to be in a location that has a lot of background noise, you can mute your own telephone line by {instructions to mute/unmute}.

**SAY:**

This is the second of three virtual sessions you will attend to learn about Coaching Skills. In our first session, we focused on the importance of coaching and some basic skills to use.

**Producer:**

Assist participants with raising their hand as needed.

Invite participants to lower their hands, or lower them for all.

**SAY:**

Raise your hand if you've had a chance to use any of the coaching skills since our last session.

*Acknowledge the raised hands, and mention any relevant comments from the opening chat windows, highlighting those who have used the skills.*

Today's focus is learning "How to Coach by Giving Feedback."

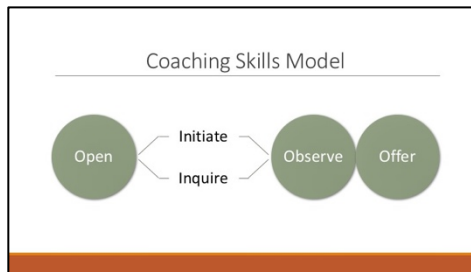
## Coaching Skills

5 min

**SHOW** slide, "Coaching Skills."

**Producer:**

Throughout the session, use the annotation tools to highlight key words said by the facilitator. This will help draw visual interest.

**Producer:**

Open poll.

Display results as the facilitator discusses the answer.

When finished, close the poll.

**SAY:**

Today's agenda is specifically focused on giving constructive feedback to your employees.

Before we begin to dive deeper into this topic, let's remind ourselves what we learned last time. In a moment you will see a poll question on screen. Please choose the correct response.

**ALLOW** 30 seconds for participants to answer the poll question.

**DISCUSS** the responses.

**ASK:**

What questions do you have about anything we covered during the last session?

*Acknowledge and respond to all questions.*

**TRANSITION:**

Now let's turn our focus to giving constructive feedback.