

ASSESSMENT # 4

Total Marks: 30

Answer the following questions:

Q:1: Short Questions: (12)

- I. Discuss the four steps of coaching models?
- II. What is the importance of feedback in coaching?
- III. What is a balanced feedback?
- IV. What are the key characteristics of constructive feedback?

Q:2: What can you do in the following situations to make your coaching session more effective? (18)

- I. A staff member will not admit that their behavior was wrong.
- II. An employee agrees with what you say, but you feel they are not really committed to change.
- III. The individual refuses to accept responsibility. They blame you for not providing enough support and other people for not doing their jobs properly.