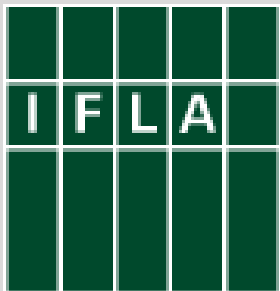


Part 1E - Coaching Skills:
Listening & Providing
Feedback

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
- Barbara Schleihagen, M & M
- Vera Keown, M & M

IFLA Coaching Initiative -

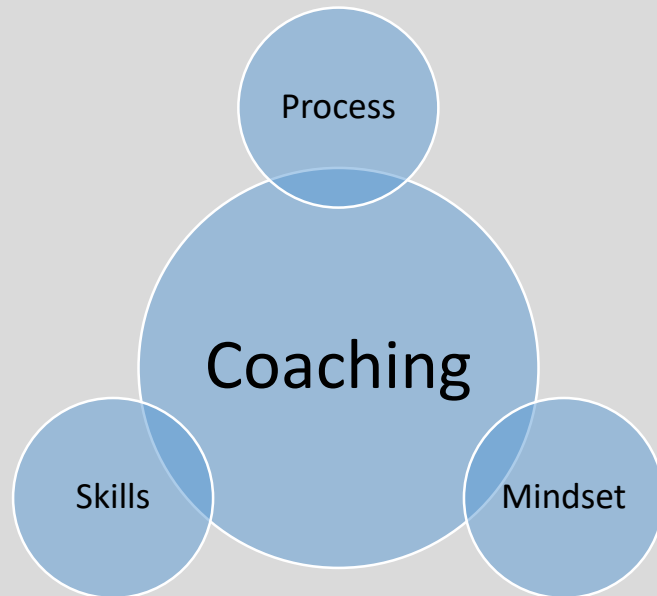
<https://www.ifla.org/cpdwl/projects>

Instructor

Vera Keown

- Associate University Librarian, University of Manitoba, Canada
- Member, IFLA Management & Marketing Section
- Member, CPDWL – M & M Coaching Initiative
- Certified Leadership Coach, Member ICF, & Gallup Certified Strengths Coach

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

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

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
- Part 2 – Putting It All Together – Live Webinar**

Thank You and
Contact

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Executive and Leadership Coach

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IFLA Coaching Initiative -

<https://www.ifla.org/cpdwl/projects>

CPDWL Section - <https://www.ifla.org/cpdwl>

M & M Section - <https://www.ifla.org/management-and-marketing>