



increase awareness / amplify impact

Mentoring, Coaching, & Feedback

by Karen Desko

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Mentoring, Coaching, and Feedback



*A **Mentor** helps you learn from their insights and experiences with advice, suggestions, and stories*

*A **Coach** helps you learn from your insights and experiences with questions that begin with **WHAT** and **HOW** and active listening*

OIR Feedback Model

- State your Observation of the action or statement, never an emotion or attitude
- Share your perceived Impact of the words or deeds
- Reinforce positive behavior by stating the value and asking for more
or
- Redirect negative behavior with a coaching question that begins with **WHAT** or **HOW**

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Increase Awareness. Amplify Impact.

amplio
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Coaching conversations often require feedback



WHY

- If you ask a question and the coachee has no answer and seems stuck, try to coach. If still stuck, provide feedback.
- Or in debrief coaching, if the coachee does not bring up a behavior you observed, provide feedback.



OIR Feedback Model

- Observe | Impact | Reinforce for more of positive behavior
- Observe | Impact | Redirect for different than negative behavior

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OIR Feedback Model

Observe

State your Observation.

I observe you said this or did that.

Never emotions or attitudes, only statement and actions.

Impact

Share the Impact.

The impact of that statement or action is...

Be specific about how and where their words or actions had impact on the customer, team, or business.

Reinforce

Reinforce positive behavior with praise and ask for more.

*That's good!
Keep doing that.*

Observe

State your Observation.

I observe you said this or did that.

Never emotions or attitudes, only statement and actions.

Impact

Share the Impact.

The impact of that statement or action could be...

Stress what the impact 'may' be, this is a projection of your opinion.

Redirect

Redirect negative behavior with a coaching question that begins with WHAT or HOW.

*What's a better way to do that next time?
How can you do that differently going forward?*

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Karen Desko



I bring thirty years' experience as a manager, learning and development consultant, and organizational design professional.

Whether coaching leaders, consulting with teams, or training groups of five or 500, my passion is helping others achieve their personal and professional growth and development goals.

At the core of this work is the belief that when you know better, you do better. Work with me to increase your self awareness which leads to better methods of self-management.

This is the key to increasing your impact.

Increase Awareness. Amplify Impact.





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Karen Desko
+1 (206) 913-8318
karen@amplioconsulting.com