



# BetterBalance Coaching Coaching Tool Kit

## Effective Feedback and Management Skills Matrix

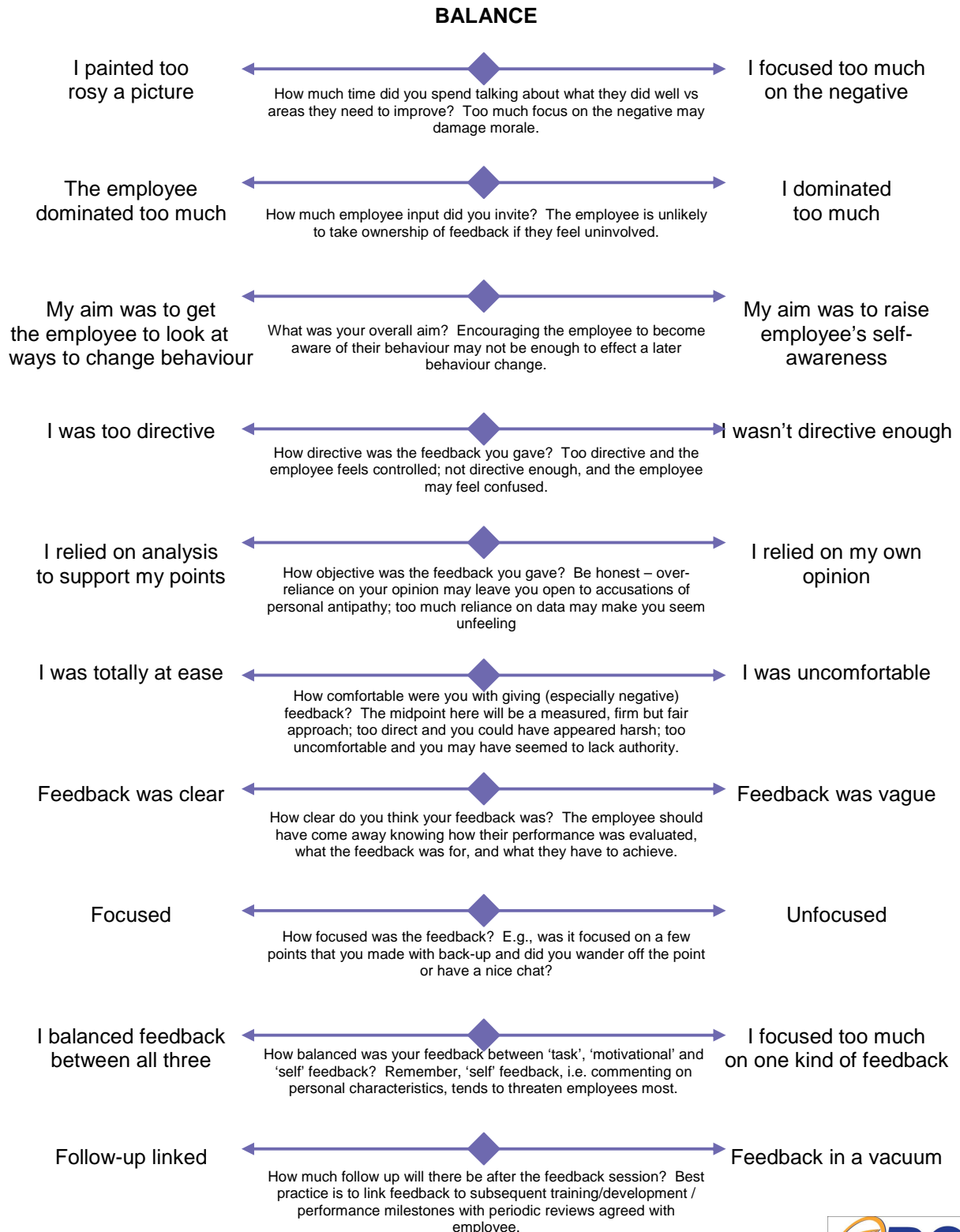


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## Balanced Feedback Strategy

Think of a recent feedback session you have led. Score your feedback approach by marking on each scale where you think you are. If you think your feedback approach strikes the right balance between the two factors, circle the mark in the middle. If you think your feedback approach is more heavily weighted to one end or the other, place a mark towards the factor you think is more heavily weighted. The result will show where you place your feedback focus, and highlight the areas most in and out of balance.





## Management Skills Matrix

Please score yourself in the matrix indicating where you feel your Skills, Knowledge and Behaviour fall (1 low, 5 high).

Skills	Comment	1	2	3	4	5
Communication						
Well organised						
Time Management						
Delegation						
ICT						
Motivation of people						
Develop/Support Team						
Effective Interpersonal skills						
Coaching/Mentoring skills						
Train staff						
Problem solving						
Managing Multiple Projects						
Leadership						

Knowledge	Comment	1	2	3	4	5
Setting SMART results						
How People Learn						
Resource Planning						
Prepare and manage budgets						
Health & Safety						
Understanding Team Roles and utilising team to the maximum						
Customer Service						
Conducting Performance Review						

Behaviour	Comment	1	2	3	4	5
Confident						
Caring						
Challenging						
Entrepreneurial						
Enthusiastic						
Good at following through						
Innovative						
Persuasive						
Realistic						
"Can do"						
Encouraging of others						
Enterprising						
Persistent						
Assertive						
Giving Praise and recognition						
Constructive Criticism						