
OBJECTIVE

Feedback and coaching are essential tools for managers. It's crucial for leaders to understand how to effectively leverage both, recognizing their differences and distinct purposes in guiding employees.

This guide provides guidance in determining the difference between coaching and feedback and when to use these critical manager techniques.

ASSESS THE SITUATION

Nature of the Issue: Is it related to skill gaps, behavior, performance, or development?

Urgency and Impact: How immediately does the issue need to be addressed, and what is its impact on the team and organization?

Employee's Awareness: Is the employee aware of the issue or the need for development?

DETERMINE THE OBJECTIVE

For Feedback:

- Address specific actions or behaviors that occurred in the past.
- Stop (Constructive) or continue (Praise) behaviors to meet current performance standards.

For Coaching:

- Facilitate growth, learning, and development for future responsibilities.
- Enhance self-awareness, explore potential, and support career progression.

FUEL Coaching	CORE Feedback
F rame the conversation U nderstand the current state E xplore the desired state L ayout a success plan	C ontext - what is the situation O bservation - describe what was said or done R esult - What was the consequence E - nExt steps what are the next steps

Once you have determined which technique would work for the situation, click on the manager toolkit link to the appropriate guide:

- [Coaching Conversations Guide](#)
- [The Art of Feedback Guide](#)