

Coaching & the Art of Feedback

UGBA 196-2
Spring 2021
Mondays, 2-4pm

Mode of instruction: remote & synchronous



The most impactful business leaders have the ability to “coach” their employees to fulfill their highest potential. This course introduces students to a variety of coaching styles and the overall practice of giving and receiving effective feedback in person and in virtual spaces.

Coaching & the Art of Feedback is an interactive, experiential class with a dual focus on professional and personal growth. Every session includes experiencing the material in action – coaching and being coached, giving and receiving feedback. The course has been re-designed to incorporate building successful coaching and feedback relationships in the online environment.

Students will acquire skills to serve them throughout their professional lives:

- creating trust & setting the stage for positive, productive relationships
- seeking, understanding, and acting on feedback they receive
- delivering impactful interpersonal feedback

By delving into the rich world of coaching and feedback, Haas undergraduates will gain a jump-start on the growth mindsets that are an asset to their professional and personal lives.

About the Instructor: Berkeley Haas lecturer Susan Snyder’s background in counseling psychology, disaster preparedness, and improvisational performance informs her approaches to leadership education. Engaging with clients from small nonprofit associations to the United States Armed Forces, she has recently focused on decision-making and encouraging personal growth within high-stakes, chaotic environments. Her other Haas courses include ***Improvisational Leadership*** (UGBA & EWMBA), and ***The Art of Coaching Conversations*** (Fulltime MBA).