

# COACHING & THE ART OF FEEDBACK

*Spring 2020 / 2-Credits / UGBA 196-2  
Mondays 2–4pm, Chou Hall N440*

The most impactful business leaders have the ability to “coach” their employees to fulfill their highest potential. This course is designed to introduce students to business coaching and the overall practice of giving and receiving effective feedback.

**Coaching & the Art of Feedback** is highly experiential, and focuses on both professional and personal growth. Every class will include experiencing the material in action – coaching and being coached, giving and receiving feedback.

**Students will acquire skills that will serve them throughout their lives:**

- *creating trust and setting the stage for positive, productive coaching relationships*
- *learning to seek and deliver impactful interpersonal feedback*
- *learning to process and make best use of feedback*

By delving into the rich world of coaching and feedback models, Haas undergraduates will cultivate a fundamental growth mindset, which in turn fuels lifelong learning and openness to continuous professional growth.

## **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 nonprofit associations to the United States Armed Forces and certified in the pioneering field of Mental Health First Aid, she has recently focused on decision-making and fostering personal growth within high-stakes, chaotic environments. She co-teaches the popular Berkeley business course *Improvisational Leadership* (UGBA and EWMBA), along with *The Art of Coaching Conversations* (MBA).

Info: [susansnyder@berkeley.edu](mailto:susansnyder@berkeley.edu)