



Masters in Human Resources Management Reflective Report

Name & Surname	
Student No.:	
Course:	Masters in Human Resources Management
Module:	Coaching and Mentoring
Intake:	
Tutor:	Mr. Paul Gauci
Submission Date:	

TOTAL MARK	
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Notes:	<p>1. Establishing Rapport and Trust Students should reflect on how they created a safe and supportive environment, for example through tone, body language, and professional approach. They should consider whether rapport-building strategies helped the employee open up, and where improvements could be made.</p> <p>2. Demonstrating Active Listening and Empathy Students are expected to highlight how they used both verbal and non-verbal cues to show attentiveness, and whether they validated the employee's feelings. Reflection should cover how empathy influenced the flow of dialogue and built trust.</p> <p>3. Balancing Feedback with Encouraging Self-Reflection Students should discuss the difficulty of giving guidance without becoming directive. They should evaluate whether they framed feedback constructively and encouraged the employee to take ownership of solutions, while identifying areas for improvement.</p> <p>4. Insights from Assessor and Role-Player Feedback Students should consider how feedback provided external perspectives on their coaching style. They should reflect on specific strengths recognised, areas for development identified, and what these reveal about their current interpersonal competence.</p> <p>5. Application to Organisational Practice Students should link their learning to real HR contexts, considering how the skills of rapport-building, active listening, empathy, and coaching for ownership could be applied in the workplace. They should demonstrate forward thinking and professional self-development.</p>
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<p>1. How effectively did you establish rapport and trust with the role-player during your coaching session? Reflect on specific techniques you used, and consider how these shaped the quality of the conversation. (150 words) (20 marks)</p>		
<p>2. In what ways did you demonstrate active listening and empathy? Critically evaluate how these techniques influenced the role-player's openness and the effectiveness of the dialogue. (150 words) (20 marks)</p>		

<p>3. What challenges did you face in balancing constructive feedback with encouraging self-reflection and ownership? <i>Reflect on how you managed this tension and what you might do differently in the future.</i> (150 words) (20 marks)</p>		
<p>4. How did the feedback from the Assessor and the role-player contribute to your understanding of your strengths and areas for improvement as a coach? <i>Discuss key insights and their implications for your professional development.</i> (150 words) (20 marks)</p>		

5. Looking ahead, how will you apply the learning from this role-play to real organisational settings? Consider how the skills and reflections gained might inform your future HRM practice and coaching approach.
(150 words)
(20 marks)

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Assessors' Comments		
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Mr. Paul Gauci

Assessor

Signature

Date