

Steps to Improve Your Listening Skills

- 1.** Listen on a deeper level.

Prompt team members with open-ended questions.

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- 2.** Be patient.

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- 3.** Manage your body language.

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- 4.** Clarify confusion.
- 5.** Summarize and paraphrase.

Give feedback as a coach

Essential Components of Feedback

1. Specific

Don't assume. Ask.

Be specific.

Essential Components of Feedback

- 1.** Specific
- 2.** Timely

Essential Components of Feedback

1. Specific
2. Timely
3. Purposeful

Ask Yourself

- What is the purpose?
- Is it relevant?
- Could it make a difference?



Essential Components of Feedback

- 1.** Specific
- 2.** Timely
- 3.** Purposeful
- 4.** Tactful

Essential Components of Feedback

- 1.** Specific
- 2.** Timely
- 3.** Purposeful
- 4.** Tactful
- 5.** Ongoing

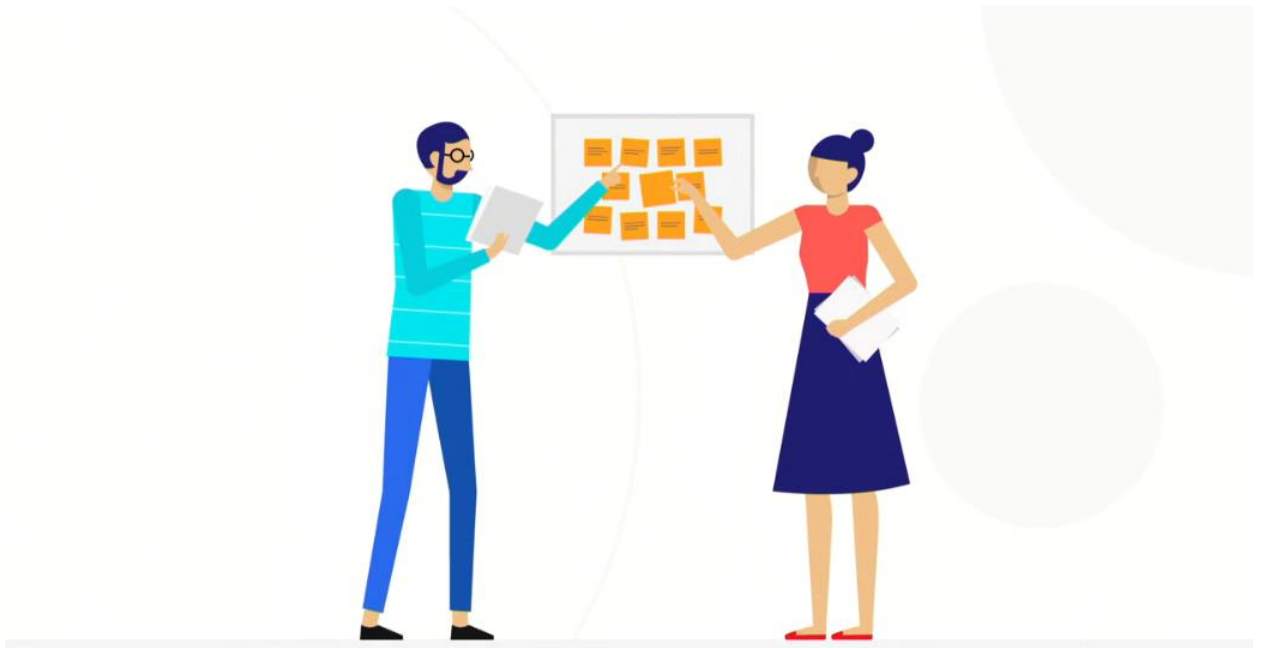
Coaching Purpose

To elevate the employees' skills, improve performance, and prepare them for work at a different level



Goal Setting Strategies

- 1.** Have employees participate in goal setting.



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- 2.** Connect individual goals to the big picture.



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- 3.** Keep the commitment alive.

Coaches need to pay attention to employee progress.

Goal Setting Strategies

- 1.** Have employees participate in goal setting.
- 2.** Connect individual goals to the big picture.
- 3.** Keep the commitment alive.
- 4.** Remain flexible with your coaching goals.

Changing goals should be
a collaborative.

