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Best Practices

Training notes

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# Training Seminar

## Coaching Files

* Reaching out to a person – act of kindness
* Personal rapport
* 97% people are favorably adjusted
* Talk is best (face to face) – negotiation skills

## Project

1. Measures (observable), for example, dashboard
2. Timeline (ETA), for example, calendar
3. Initiative (High Level Overview)
   * talk sheet, for example, summary sheet with outline format (one sheet only)
4. Milestones
   * Irreversible progress trap (can’t go back), for example, dates
5. Flowchart/Map/Story Board

Benchmarks – looking at what average worker may be able to do in the same task

Productivity

Units

Ceiling

**Effective**

Time

* There is always a ceiling on throughput
* Need intellectual gain for innovation
* Leading someone to tasks

|  |  |
| --- | --- |
| Employee responsible for outcome here  3. Support | Manager responsible for outcome here  2. Coach |
| 4. Delegate | 1. Direct |

1. Direct – Tell them what to do; for example, task specific (short tasks with short timeline => success)
2. Coach – Dialog wherein they provide feedback but still being directed on what needs to be done
3. Support – Feedback given based on what could be done in job/task (level 3 initiative\*)
4. Delegate – Outcome only (abdicate)

\* Different levels of Initiative

1. Wait to be told (tell me what to do)
2. Ask to be told (what should I do)
3. Suggest options (how about if I do)