

## ✓ Congratulations! You passed!

Grade received **100%** To pass 100% or higher

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1. Now that you know more about coaching and managing teams, you can put that knowledge into practice.

1 / 1 point

Consider the following scenario: Imagine that a project manager oversees the development of a new financial wellness app. The project team includes both seasoned and less experienced members. Senior team members are impatient with their junior colleagues, leading to resentment and low productivity. This creates tension, and the team struggles to work together effectively.

The project manager responds to the situation by separating the two camps: senior members get more responsibilities, while junior members work together on separate features. The project manager also meets privately with the junior members to offer tips on working more efficiently. Productivity increases, but the breakdown in communication leads to the team repeating work and building the wrong features.

As a thought experiment, let's compare this scenario to the coaching and managing styles of leadership. Remember that management is about keeping teams on track by providing clear directions. Coaching is about creating motivation and showing support, encouragement, and appreciation.

Are you ready?

☒ I'm ready!

✓ **Correct**

Great! Compare your responses to the feedback provided below.

2. Write 3-4 sentences describing the coaching and managing techniques the project manager uses. Then discuss what they do right and where they can improve.

1 / 1 point

ok

✓ **Correct**

Did you consider how coaching and managing styles of leadership differ? Project managers often use a managing approach to resolve conflicts. However, in this scenario, the project manager's managing style ultimately hurts the team. It focuses on the immediate and narrow conflict, rather the broader goals. Offering to mentor junior team members can encourage growth, but only if the project manager keeps them motivated. They also need to have the skills and knowledge to help the team members learn. Remember managing and coaching both play important roles in project management. It's the project manager's job to know when to use each approach.

3. Now imagine you are the project manager in this scenario. Write a 3-4 sentences about how you can balance coaching and managing techniques to build a more cohesive and high-functioning team. Describe some specific things you can do to motivate, support, encourage, and appreciate your team.

1 / 1 point

ok

✓ **Correct**

Did you consider when managing and coaching approaches are most useful? Stepping in to manage interpersonal conflicts is a good way to start, but a coaching approach can help unify the team. You can try a team-building exercise on how to work better together. Talking about how past teams have bridged gaps in experience can help motivate yours to do the same. You can also encourage team members to support each other by pairing them to work on specific tasks. Finally, you can show appreciation and encourage your team through coaching by setting up an event to celebrate their accomplishments.