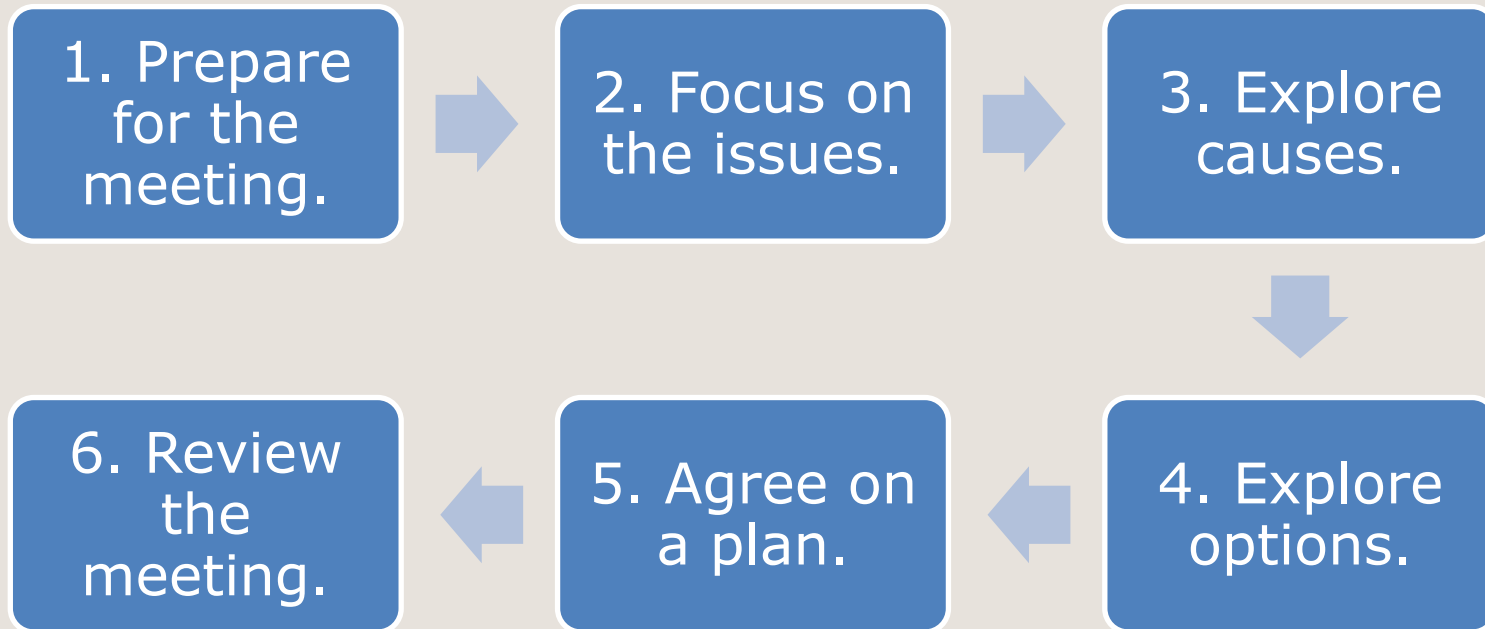


Coaching Skills



We Need to Talk (1 of 11)



Program Objectives (1 of 2)

- ⚡ Identify specific ways to build a coaching atmosphere.
- ⚡ Understand the importance of the communication, participation, and good work climate factors of coaching to improve your impact and effectiveness as a team leader.
- ⚡ Discover techniques for introducing critical coaching aspects into your management style.

Program Objectives (2 of 2)

- ⚡ Develop motivation and communication skills that support your role as a coach.
- ⚡ Assess your present coaching style and its strengths and weaknesses.
- ⚡ Utilize coaching steps to create a work climate in which excellence becomes the norm with your employees.

Definitions

- ⚡ Coaching: A directive process by a manager to train and orient an employee to the realities of the workplace and to help the employee remove barriers to optimum work performance.
- ⚡ Counseling: A supportive process facilitated by a manager to help an employee define and work through personal problems that affect job performance.

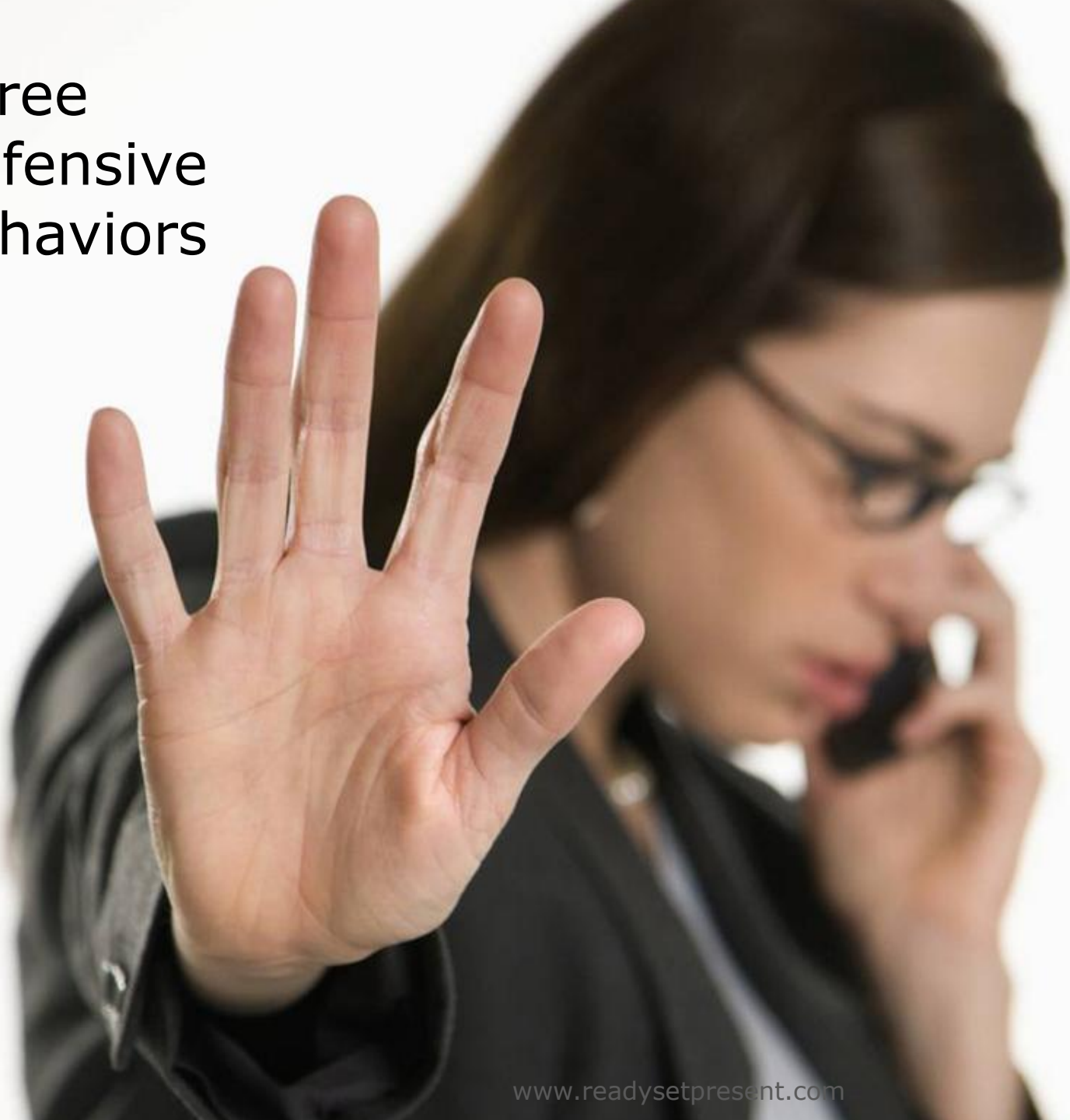
Can Coaching Effectiveness Be Measured?

- ⚡ The effectiveness of coaching can be measured when it is compared to set pre-defined criteria.
- ⚡ Effective coaching should lead to changed behavior and improved work performance, while providing support for the employee.
- ⚡ Criteria should be defined before coaching begins, and results should be analyzed based on that criteria.

Benefits of Coaching

- ⚡ Coaching is the most effective way to develop employees.
- ⚡ Coaching is the key to managing multiple priorities.
- ⚡ Coaching leads to improved employee performance, which leads to increased productivity and bottom-line results.
- ⚡ Coaching increases employees' self-esteem and job satisfaction.

Three Defensive Behaviors



Coaching Candidates (1 of 2)

- ⚡ Employees must be receptive to coaching, or the coaching will be ineffective. The employees must be:
 - *Open to feedback.*
 - *Eager to improve.*
 - *Aware of their need.*
 - *Aware of the possible consequences of not improving their performance.*
 - *Able to commit time to being coached.*

A photograph of two men in an indoor setting. The man on the left, with grey hair and a light blue polo shirt, is gesturing with his right hand while speaking. The man on the right, with dark hair and a green shirt, is listening. The background is slightly blurred, showing what appears to be a bookshelf.

We Need
to Talk

Six-Step Coaching Model (1 of 2)

Step 5:

Set Goals, and Develop an Action Plan. Plan

- ✦ Build strategies, and agree on follow-up, including milestones and timelines.

Strategize

- ✦ Consider training, one-on-one coaching, and resources.

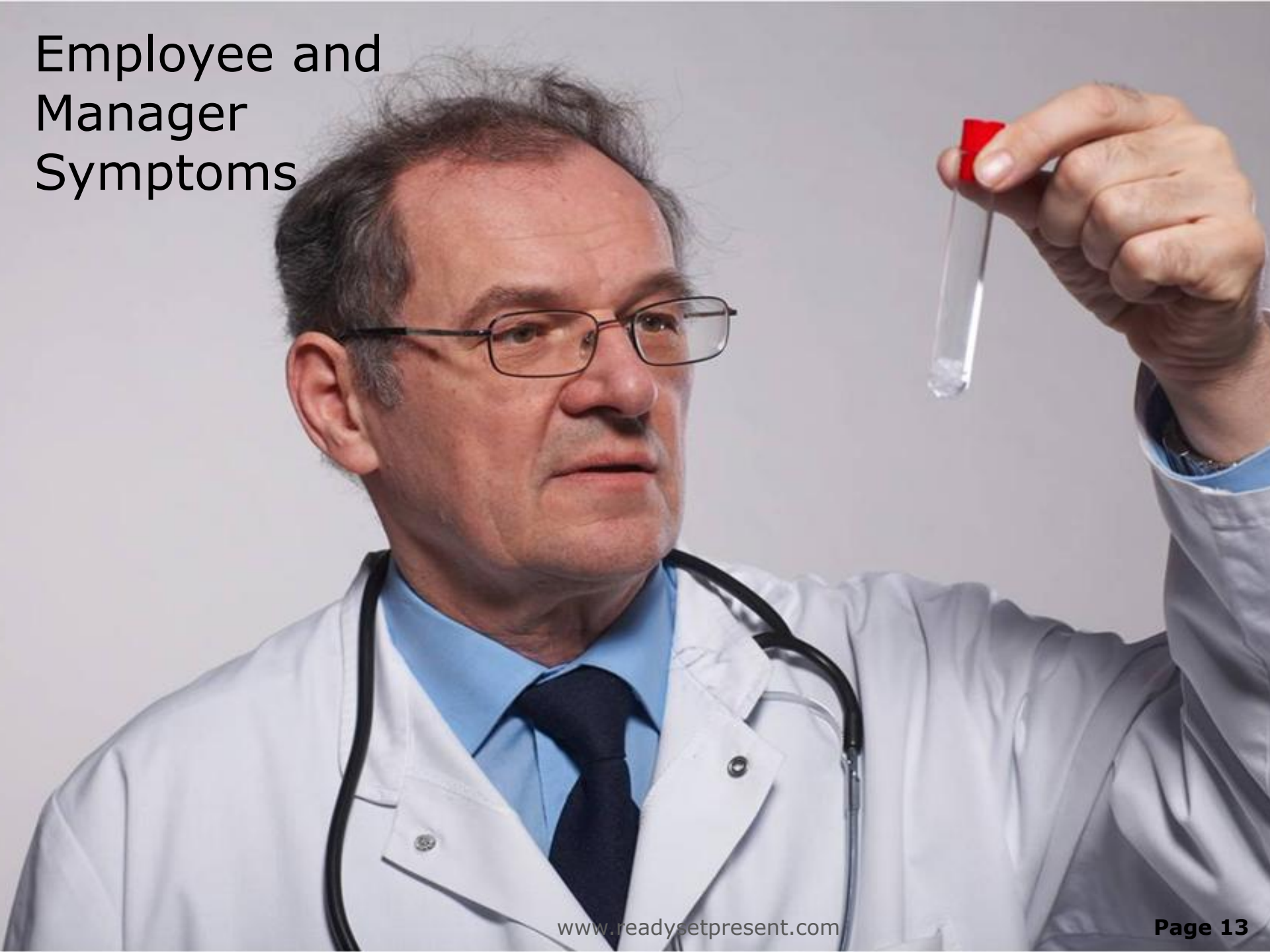
Coaching Feedback Tips (1 of 3)

- ⚡ Be descriptive about observable behaviors.
- ⚡ Do not evaluate or use judgments.
- ⚡ Do not put the employee on the defensive.
- ⚡ Describe the behavior in the context of the situation.
- ⚡ Only discuss changeable behaviors.

Adapted From:
"Coaching for Peak
Performance," by U.S.
Department of Health
and Human Services

www.readyssetpresent.com

Employee and Manager Symptoms



Employee Symptoms (1 of 2)

- ⚡ Is frequently tardy or absent
- ⚡ Is defensive
- ⚡ Complains
- ⚡ Has a negative attitude
- ⚡ Exhibits horn-blowing
- ⚡ Maintains silence
- ⚡ Avoids the manager

Disciplinary Action – The Last Alternative



Steps in Disciplinary Action

(3 of 3)

- ⚡ Updates to HR and the manager's manager
- ⚡ Termination discussion
 - *For a termination resulting from poor performance to occur, the manager must have a minimum of one counseling session per week.*

A photograph of a paved path in a park. The path is light-colored and leads into the distance. On the left side of the path, there is a dense green hedge. On the right side, there is a black metal fence with pointed tops. The background is filled with lush green trees and foliage under a bright, slightly hazy sky. The overall scene is peaceful and inviting.

**What is
your next
step?**



Download “**Coaching**” PowerPoint presentation at **ReadySetPresent.com**

145 slides include: 6 points on the untraditional approach, 10 uses for coaching, 3 points on measurement of effective coaching, slides on the characteristics and skills of coaches, the benefits of coaching, 3 points on defensive behaviors, 7 points on what coaching is, 11 points on coach characteristics, 10 slides on “We Need to Talk”, 4 slides on closed questions made open, 13 coaching guidelines, 7 points on the causes of poor performance, 12 points on coaching candidates, 5 points on goal setting, Kirkpatrick's 4 level model, 13 points on avoiding coaching pitfalls, Six-step coaching model with in-depth descriptions, An eight-step coaching model 6 slides on modeling coaching behavior, 14 tips on feedback, 2 slides on 1-minute praising, 3 slides on 1-minute reprimands, 3 slides on steps in disciplinary action, 5 slides on role-playing, 8 points on observer guidelines, learning how to utilize open and closed questions, 4 slides on action steps, how to's and much more.

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