



Employee Satisfaction & Organization Contribution Matrix

Description

Coaching in the workplace has the highest impact when there is a focus both on achievement of organizational results and the engagement and satisfaction of employees. Leaders need to maintain a focus on both as they coach. Most commonly, a sole or over-emphasis is placed on business results, to the exclusion of the employee. Ironically, placing greater focus on the employee often serves to boost business results.

This principal applies to both individuals and to teams.

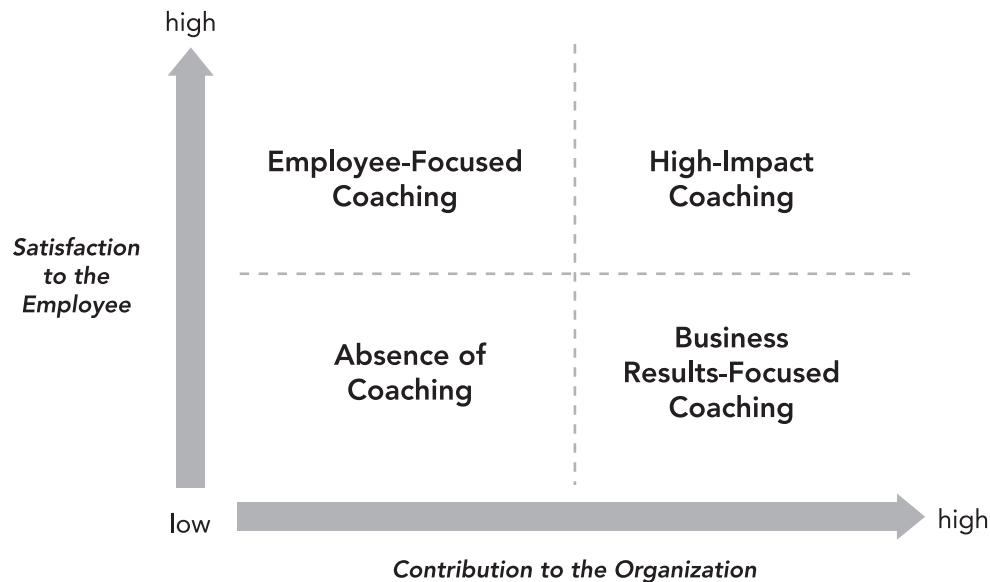
Instructions

To use this information to help you achieve a strong balance of both focus on employee satisfaction and organization contribution:

1. Become familiar with the matrix.
2. Integrate powerful questions that increase focus on the employee, in addition to maintaining focus on business results.



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Powerful Questions:

To increase focus on employee satisfaction while maintaining focus on business results, incorporate questions such as the following in your coaching conversations.

- What is most important to you in your work?
- What is most satisfying to you?
- Imagine yourself truly making the contribution you want to make... what would that be?
- If you could "have it your way" what would you change?
- Imagine your work situation a year from now. How do you see yourself?
- What aspects of your work give you the experience that you most want?
- What are your unique contributions?
- How can the organization make the best use of you?
- What would a thrilling career opportunity be for you?

What other questions might you ask that would shift focus to the employee or team?
