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Coaching employees on their strengths can also help them become more productive at work as it boosts their motivation levels and improves their skills through use of deliberate practice.

- Colette Kemp



Participants learn as much from each other as from the program.

- Knowing where others are coming from makes it easier for participants to listen and contribute.
- Don't forget about instant messaging apps like Slack and Glip!
 - You can use these to start to build rapport by using a discussion group for welcomes and introductions.





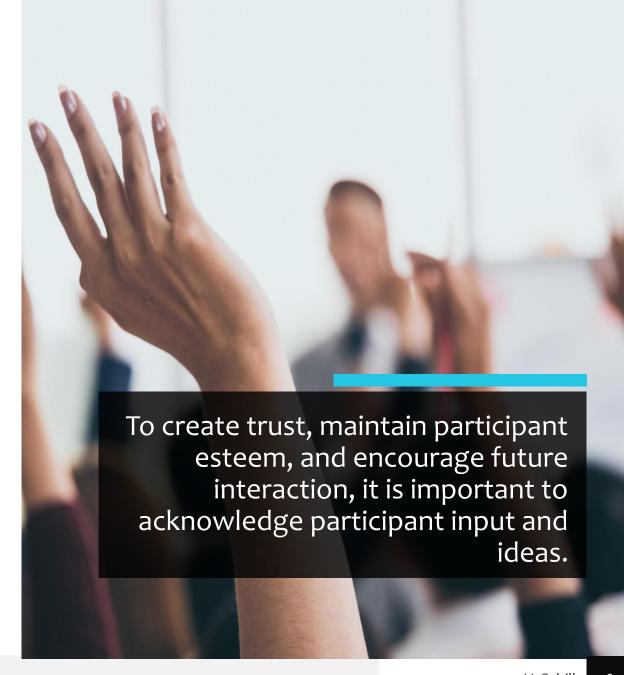
When a participant speaks up, either 1:1 or in front of a group, they may feel they're taking a risk.

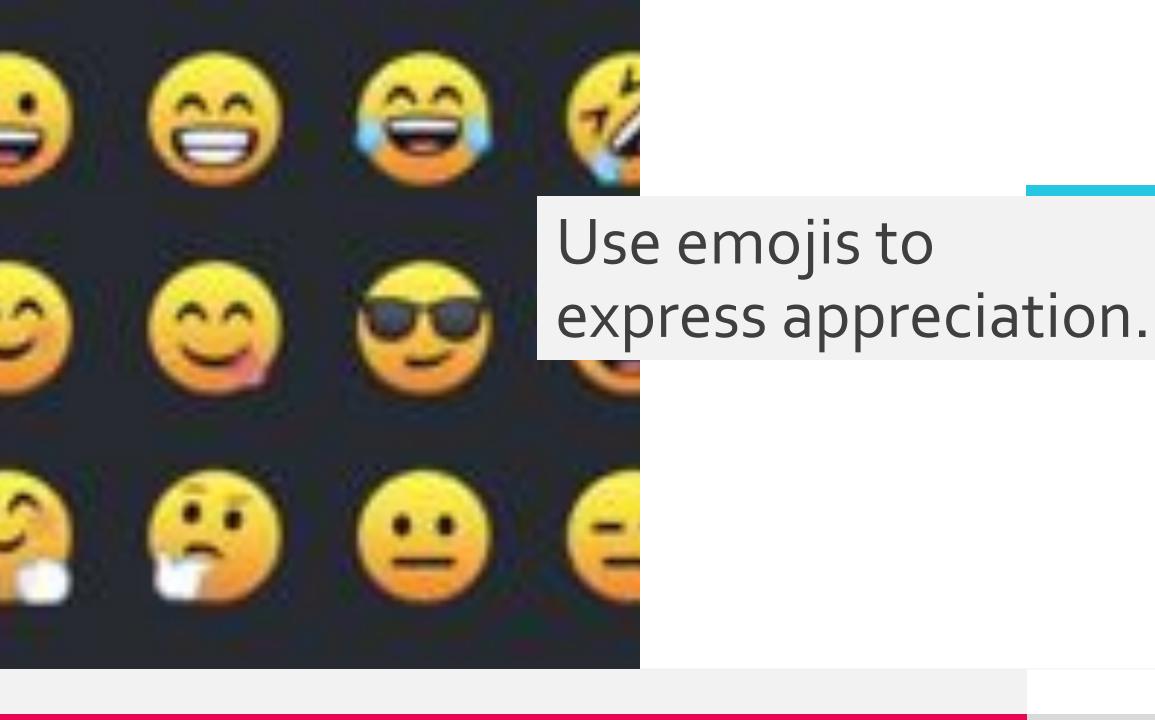
They may wonder:

- Is this idea "right?"
- Is it a good idea, or a valuable contribution?

Recognize their contributions

- Use participant names, show appreciation, and thank them for sharing.
- Build on comments to highlight their value.
- Connect ideas or input others have shared.

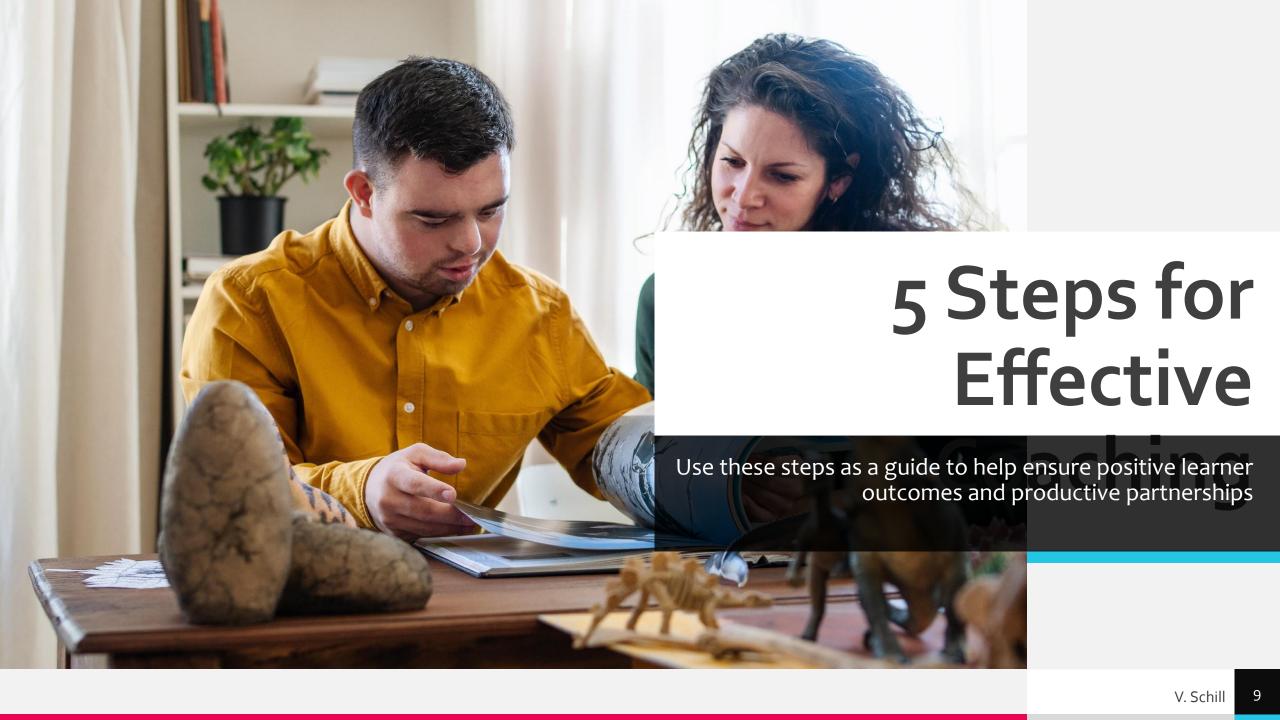




Use tools such as emoticons or other appropriate icons and callouts to express appreciation for participant contributions.

- Encourage your teammates to use emojis.
- Verbally acknowledge contributions.
- Use the participant's name to build recognition.





Review the participant's familiarity with the company, role, and product. Share your experiences to help build rapport.

- What is the person's professional background?
- Ask the participant to share any special skills or strengths they think will help them in this position.
- Ask the participant what aspect of the position or role they're especially excited about.

Provide an overview of the training and explain how the content will help the participant.

- What is the objective of the training?
- Why is the information in the training relevant/important?
- What's in it for the participant?

Familiarize yourself and the participant with what the training includes.

- How will you present the content and concepts?
- What job aids are available for the participant to reference?
- Where can schedules, job aids, and other important information be found?

Set clear expectations.

- Describe the activities the participant will complete to learn the course content or successfully fulfill training requirements.
- Explain the different ways the participant will obtain and consume knowledge, such as a LMS, coach, manager, job aids, and other media.

Review what you've discussed as often as needed.

- Ask the participant to summarize key points from your conversation. Continue this practice throughout your coaching sessions..
- Invite the participant to ask questions, and don't be afraid to "put a pin" in a topic with which you're unfamiliar so you can research and discuss during your next coaching session.

