**Effective Coaching Tip Sheet**

Effective coaching includes:

* Addressing the employee’s strengths, motivations, skills, goals, needs, and opportunities
* Discussion of the business’ needs, goals and objectives
* Giving balanced feedback, both positive and negative, including examples
* Direct observation of behavior or specific facts
* Openness – Rushing to judgment or criticism will hinder communication.
* Focusing on the job, not the person
* Observing, listening, and asking questions to understand the employee and the situation
* Allowing the employee to present their point of view
* Questioning – Determine any opportunities and ensure the employee understands.
* Listening empathetically and showing that you understand the employee
* Identifying and clarifying the true nature of any problems
* Collaborative problem solving and goal setting
* Outlining a commitment to taking action and developing lasting professional growth and change
* Creating and action plan, including a timeline if applicable
* Evaluation of the outcomes of the process (using objective measures wherever possible) to ensure the relationship is successful and the employee is achieving his or her personal goals