

COACHING IMPACTS

Use coaching strategies to engage in effective conversation, get buy in from staff, and make a measurable difference in deliverables and engagement.

SHIFT

from SUPERVISOR

- Maintaining current trends or status quo
- Reacting to upper management
- Supervisor as boss/parent
- Supervising merely for results
- Supervisor reminding staff "It's your job"
- Supervisor saying "I'm watching you."
- "You report to me."
- Pointing out failures, mistakes or errors of staff
- Pushing for action and responsibility
- Solving all the problems
- Fostering an us vs them culture
- Compliant focused
- Tolerating staff performance
- Accepting excuses
- Managing the to do list

to COACH

- Leading the charge for continuous improvement
- "Managing Up" and helping upper admin win
- Self-directed workgroups
- Developing strengths of staff
- Staff saying "It's my responsibility."
- Supervisor saying "You are my customer."
- "Tell me how I can help."
- Recognizing effort and growth
- Supporting initiative and offering training for this
- Help staff prevent and solve problems
- Understanding, supporting different staff styles
- Providing the whys and why nows
- Substantially raising new standards
- Holding staff responsible
- Having action steps that support priorities

IMPACTS

of SUPERVISING
aka managing

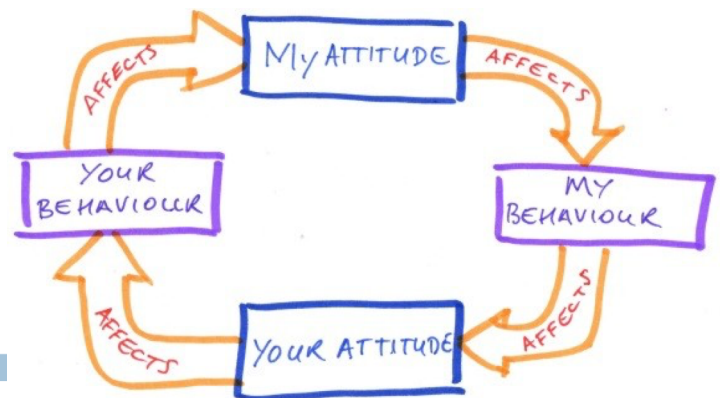
of COACHING



Coaching Skills: Active Listening

- Different Levels of Listening
 - ▣ Internal
 - ▣ Focused
 - ▣ Global

- Reflecting
- Acknowledging
- Validating
- Reframing



Try Reframing

- Always/Never → Sometimes
- Can't → Won't
- Mistakes → Learnings

& Eliminate

“Yes, but”

“it”

“they”

How does it impact your attitude?