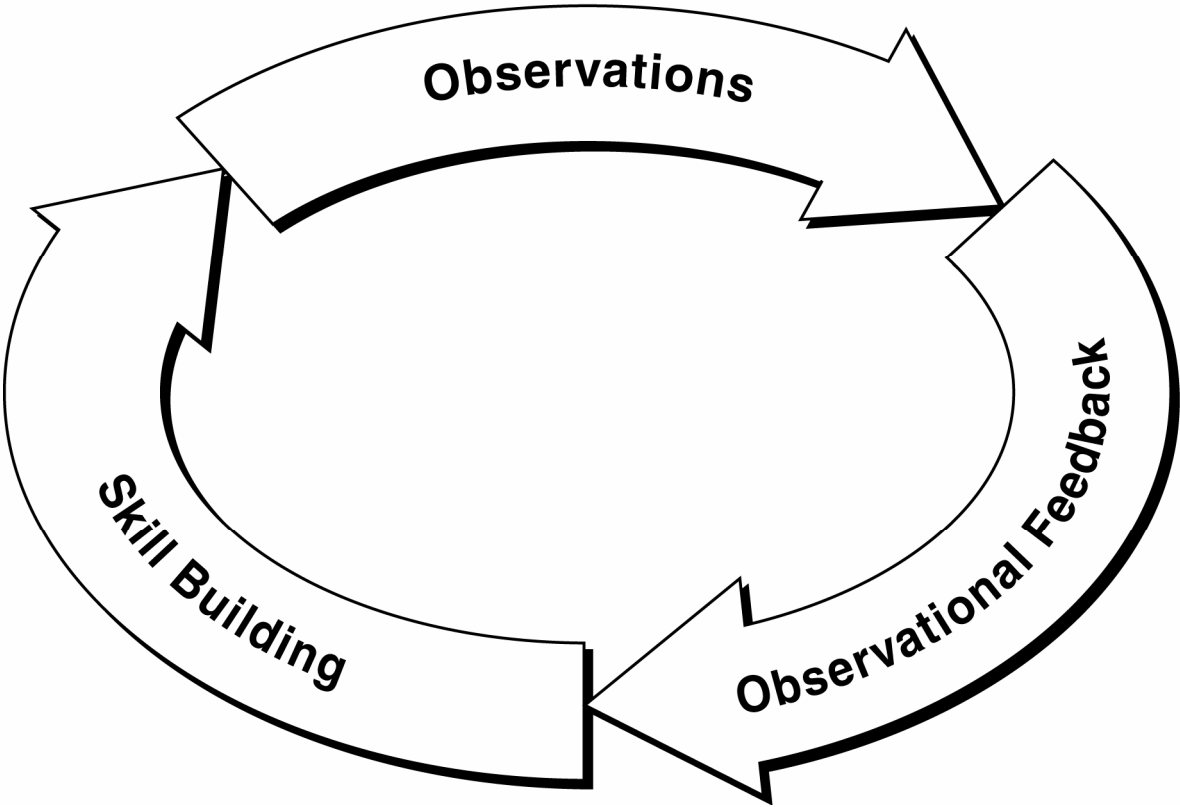


A light blue silhouette of a world map is centered on the page, serving as a background for the title text. The map shows the outlines of continents and major landmasses.

Gaining Receptivity and Honesty in Coaching

Coach Skills Loop



Creating Receptivity

What

How



Observations

Three types of Observations are:

Scanning

Partial Focused

Full Focused

Having a focused observation is critical. Observing an employee while walking past them does not provide you with the focus that is necessary.



Conducting the Observation

Really pay attention to the micro-details of the observation so you can provide feedback for improvement.

There are four items to look for during an observation:

1. _____
2. _____
3. _____
4. _____

Positives and Proven Best Practices

Sins of Commission

Sins of Omission



Style

Observational Feedback

Be sure to offer feedback immediately following the observation. If you are not able to do it immediately, schedule a time to deliver your feedback.

There are four steps to providing Observational Feedback.

1. Obtain the employee's perception of their performance

2. Provide your perception of what you observed

3. Reach a consensus on feedback and skill building needs

4. Reach a consensus on how to improve the employee's skills

Be sure to log the notes!!!!



Honesty in Coaching

Does not mean you have to be _____.

The goal is to build _____ and improve performance _____.

Most people appreciate candid, honest _____.

Pre-Positioning Honesty in Coaching Scriptwriting Clinic



Clinic Instructions:

Tactful honesty is essential to taking your team to a higher level of Executional Excellence. To improve performance results, you need to provide the necessary feedback in a comfortably candid manner.

1. Use the template on Workbook page 4.51 to script in the first person what you will say to pre-position and begin a tactful and honest coaching session.

Your first-person script should be written in a positive, motivational/inspirational manner and include:

- why your coaching is going to be more precise and candid going forward
- why now
- how being precise and candid benefits the player

2. Use the Four Steps of Scriptwriting:
 - a. Brainstorm bullet points/headlines.
 - b. Reduce headlines to Big Five and rank.
 - c. Develop each bullet point/headline into sentences.
 - d. Construct a first-person script.
3. Test your script with the individual next to you.

Example:

"I realize that in the past I was not as effective in my coaching as I could have been. Because I want to help you be the best you can be, I'm going to be more precise in my coaching. When I observe you in interactions with clients, I will look for opportunities to add value. I will be careful to give specific and candid feedback on the areas that I believe you do well and those I believe you can lift to a higher level.

"I want you to be great. I want our team to be uncatchably first. Excellence in every step is essential."

Pre-Positioning Honesty in Coaching Script Template

Key Elements

Script

Why you are going to be more precise and candid

Why now

Benefits to player



More: _____

Better: _____

Different: _____

Less: _____

