Tips for Coaching Effectively

Coaching is a powerful approach to develop employees and help them be successful. With coaching, you provide individuals the opportunity to grow and maximize their contribution through consistent feedback, open dialogue and active involvement. A coach approach not only benefits the individual employees; it creates a positive environment for strong team dynamics and excellent service.

> *"These leaders focus on building skills, empowering others and driving individual accountability to take ownership of solutions and of one's own engagement."*
> (2015 Trends in Global Employee Engagement, pg 26)

Build a relationship of mutual trust - The foundation of any coaching relationship is rooted in the manager's day-to-day relationship with the employee. Trust is required for effective coaching.

Believe in people's potential - A manager that thinks people are limited by their past and current performance will not make a strong effort to engage individuals for optimal performance.

Use an effective coaching model - Try the evidence-based coaching model, GROW where G is goals, R is reality, O is options, and W is what will you do.

Adapt to different communication styles - People have different communication styles and an effective coach adapts their communication to the style and needs of the person being coached.

Know what is important to employees - Listen for what is important to an individual then connect the importance of their work to their personal and professional priorities.

Listen, listen, listen - Fully listen with an open mind so you can ask more meaningful questions and get to the heart of an issue.

Get comfortable with silence - People need time to process during a conversation. Once you ask a question, allow the individual sufficient time to think about it before responding.

Coach towards a solution - Keep the coaching conversation focused on identifying a solution that moves the individual toward the agreed upon goal.

Explore alternatives - Invite the individual to identify potential solutions to solve the problem. This helps them develop confidence and problem-solving skills.

Get a commitment to act - Help the employee choose an alternative but don't make the choice for them. Ask the individual to select and commit to an action and the timeframe to complete it.

Celebrate success when employees achieve results - Recognize success and give it emotional significance to set the stage for the individual to accomplish even greater goals.

Seek regular feedback - Ask the individual what was useful and what was not at the end of a coaching session to help you continually improve your coaching.