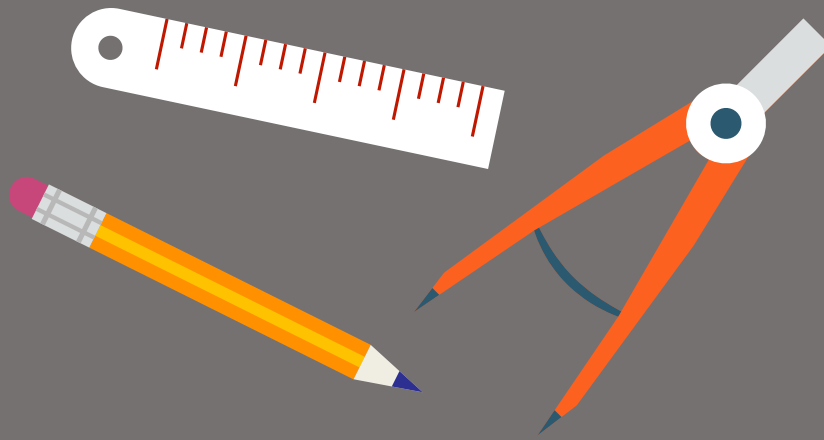


10-Point Coaching Checklist

To Help
You Succeed



PRACTICAL TOOLS

10-Point Coaching Checklist



- 1. Identify the person(s) on your staff who is/are not giving 100%

If it's more than one person, is the problem holding them back similar? If so, consider a joint coaching session.

- 2. Is the person coachable?

If there are discipline or performance problems that are so serious they cannot likely be remedied with coaching, save the effort and proceed to progressive discipline.

- 3. Identify the problem

Is the problem lack of skill that can be remedied with additional training, is it a motivational problem (staffer not trying hard enough, not showing enough ambition) or is it an attitude problem?

- 4. Set up a meeting with the employee

It's best to pick a neutral location like a conference room or huddle room; stay away from your office where the trappings of your authority are too obvious and it's harder to form an authentic partnership aimed at solving the problem. Also, you won't be interrupted by the phone or visitors.

5. Consider your own relationship with the employee – will he or she listen to you?

Are you the best person to do the coaching? Or is there some history between you that makes you a less-than-ideal coach for this person? If so, consider another veteran, respected employee as a possible coach (after you coach them on how to coach), or someone from HR or an outsider.

6. Identify the goal

What do you want to get out of the coaching? This is the agreement you want to come away with. Make a mental note of it, but don't be too quick to impose it as a solution or offer it as advice. You want the employee to come up with it, so he or she believes it was their solution and they'll show more buy-in.

7. Plan your line of open-ended questioning

Start with "What's going on?". Follow up with "Anything else?" or "What do you mean?" until you're satisfied that the employee himself or herself has correctly identified the problem and is ready to partner with you to find the solution.

8. Get agreement

Don't neglect to get agreement from the employee to apply the coaching – an action plan.

9. Follow up

Always check back to see if the coaching was successful and if the employee took it to heart, using it to improve performance.

10. Measure success

How can you measure success? Increased sales?
Fewer cancellations? Increased quality?