

# Coaching Your Team

Successful leaders and managers are good coaches. They follow the five-step process of coaching. Let's review the steps.

## 5-Step Coaching Process

### Assign Responsibility

First, assign responsibility. It all starts with the worker having a clear understanding of what is expected of him or her. The manager and the worker should mutually agree on the expected outcome.

### Allow Workers to Perform

Secondly, allow workers to perform. Providing them sufficient room to decide on what and how the work needs to be done and encouraging the worker to take self-directed actions.

A good coach understands that the worker will probably make mistakes. These mistakes will help the worker to

learn the job and improve performance.

Don't panic at first signs of mistakes. Provided these mistakes are not fatal, leaders and managers should allow for it.

average or mediocre performance. This is essential so that the coach can provide the needed guidance at the right moment.

## Discuss Results and Guidance

Another step leaders and managers should take is to discuss results and provide guidance.

Discuss both good and poor performance. If the performance is good, the leader and manager must examine with the worker the reasons for the success.



### Observe Performance

Thirdly, observe performance.

A good coach stays close to the playing field. Although he or she does not jump in and play the game, a good leader and manager knows what's going on.

A coach should be good at differentiating superior,

This is one area you want the worker to learn and make sure to repeat.

When discussing poor performance, don't start with a negative tone. But instead focus on the work and not the worker.

Avoid using the reference "you". Instead start by saying, "let's look at the results and see what we can do to improve on it."

## Coaching Your Team

*Continuation ...*

### Reward Good Performance

Finally, a coach should reward good performance by providing a meaningful praise. Praise becomes meaningful only when it is given in light of a specific good performance.

Ultimately, the leader and manager should arrange to provide financial rewards as the worker's performance progresses.

### Summary

To summarize, the five step coaching process are: Assign responsibility, allow workers to perform, observe performance, discuss results



and provide guidance, and praise and reward the worker.

A good coach is someone his or her people go to for advise. It is important that leaders and managers show good example to establish respect and credibility. This is important since 75% of what workers do, would follow what leaders and managers do.

What do you think of this statement?

Successful leaders do what unsuccessful leaders would not bother to do.