

COACHING FOR RESULTS

Frontline Leader Snapshot

Coaching is the continuous effort to help employees maximize their abilities through personalized counseling and advice. The coaching process not only trains employees to become familiar with business procedures and expectations, but also motivates them to reach both individual and company goals. Coaching is about guiding people to learn the most effective way of performing their job.

Coaching is beneficial to employees because it encourages them to discover their worth and potential. Through proper coaching sessions, employees build confidence, improve their work habits, and increase their productivity.

Characteristics of Effective Coaches:

- **Supportive** – to gain respect and trust from your employees
- **Patient** – to reduce conflict with your employees
- **Attentive** – to avoid overlooking problems
- **Goal-Oriented** – to clearly define tasks for your employees
- **Enthusiastic** – to pass on your energy to your employees
- **Knowledgeable** – to solve problems effectively
- **Flexible** – to adapt to changing situations
- **Excellent listener** – to determine the needs of your employees
- **Team player** – to remember the importance of every person in the organization
- **Receptive to feedback** – to gauge your effectiveness and understand what needs to change

COACH Acronym

The coach-coachee relationship will remain intact as long as it is beneficial for both you and your coachee. To maintain the benefits of your relationship, follow strategies in the **COACH** acronym.

- **Communicate** regularly
 - *Communicate information coachees need to learn and develop their skills*
- **Organize** a plan for coachee success
 - *Include specific information such as expectations and goals, actions required to meet goals, and time frame to meet goals*
- **Analyze** coachee performance
 - *Evaluate performance to identify level of progress reached*
 - *Reexamine goals to ensure they are consistent with company's desired results*
- **Commit** to the coaching process
 - *Degree of success depends on level of involvement from coach*
 - *Effort devoted to planning for success improves success of coachee*
- **Help** coachees overcome obstacles
 - *Coach's job is not to eliminate obstacles*
 - *Instead, teach coachees how to create their own strategies to overcome obstacles*

Please refer to your Frontline Leader Workshop Manual titled ***“Coaching for Results”*** for more information and tips to help with your leadership skills during this challenging time.