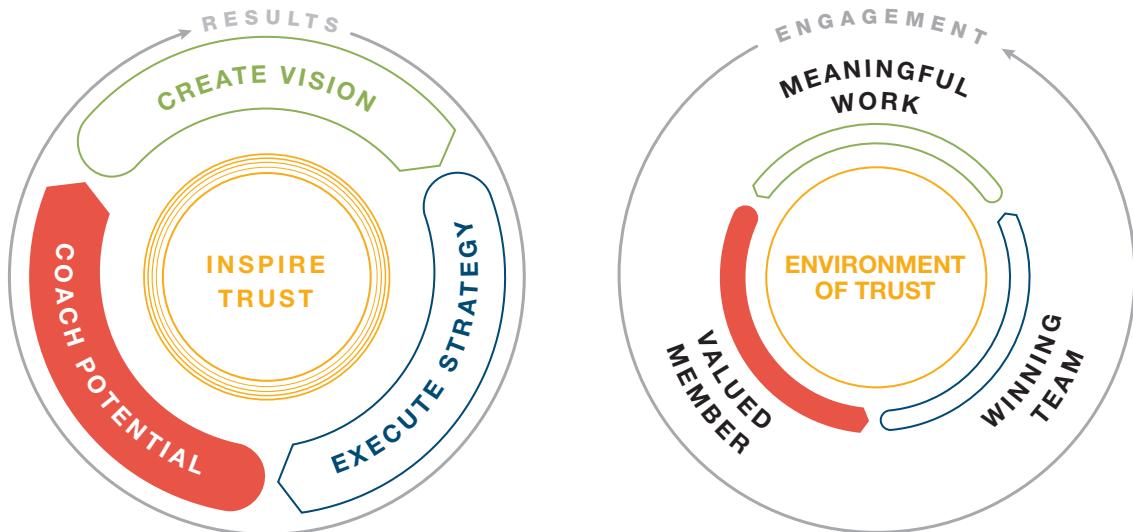


Coach Potential

Big Ideas

- To truly help your people get better, you must first recognize the “whole person”—a unique human being with their own body, heart, mind, and spirit. Only by seeing the whole person can you see their potential.
- You can help others see their own potential through frequent feedback and coaching, which also communicates what you value and reinforces their very best work.
- Effective leaders empower others to discover solutions themselves as valued members of the team, rather than telling them what to do.

Ask yourself: How do I **build leadership** in others?



To unleash talent and grow leaders:

1. Share regular, earnest feedback via a two-step process.
2. Provide frequent coaching using proven key coaching skills.
3. Implement the Coaching Framework.

1. Share regular, earnest feedback via a two-step process.

Positive feedback reinforces great work and builds a culture of respect and appreciation. Instructional feedback improves performance. For both types, follow these steps:

1. Share a specific observation that lays out the facts of what you have seen, while avoiding labels in favor of a simple, clear description.
2. Describe the impact—the outcomes produced by the observed behavior.

2. Provide frequent coaching using proven coaching skills.

Listening

Listen to the other person to fully understand their point of view. Put aside your assumptions and step into learner mode to enhance your understanding.

Questioning

Ask clarifying questions to seek understanding, open-ended questions to explore options, and insightful questions to tap into the creative brain: for example, “Suppose you could... What would you do differently than you are doing now?”

Acknowledging

Acknowledging recognizes the person’s ability to solve a problem based on skills, talents, and experience they already have. You can also remind others of additional resources they could apply to the current situation.

3. Implement the Coaching Framework.

To help team members with performance issues, problems, and career opportunities:

1. **Prepare** yourself by setting aside your agenda.
2. **Clarify** the purpose of the conversation.
3. **Learn** by listening.
4. **Explore** options together. Use questioning and acknowledging to generate ideas.
5. **Commit** to action by inviting the person to make commitments and following up.

