



7 Steps to Effective Coaching

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With every business feeling the effects of this tough economic climate, effective coaching of your people is critical to give you the edge on the competition. This is true for both helping employees acquire new skills and/or dealing with underperformance issues. So, how do you ensure coaching success?

"I won't accept anything less than the best a player's capable of doing ... and he has the right to expect the best that I can do for him and the team."

- Football coach Lou Holtz

Effective coaching includes:

- **ALIGNMENT:** Understanding performance expectations
- **LEARNING:** Transferring new skills and knowledge
- **PERFORMANCE:** Establishing accountability

Humanergy's Achieving DESIRED™ Results – Seven Steps for Effective Coaching

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| <i>Ensure Alignment</i> | Describe: Describe the end result; Set a clear target and define standards of performance that will be evaluated |
| | Explain: Explain how the coaching and new skill will benefit the individual and company; discuss positive/negative consequences of task success and failure |
| | Show: Show best way to reach target; Emphasize key components of skill. Break down into smaller steps when task is complicated or performer is struggling. |
| <i>Create Learning</i> | Imitate: Ask performer to demonstrate what you have shown them; Create a 'practice' environment where mistakes are encouraged. |
| | Rectify: Rectify performance reinforcing good work and correcting mistakes; Be specific about what is and isn't working. |
| <i>Insist on Performance</i> | Evaluate: Evaluate performance, testing it against clear standards |
| | Delegate: Based on the evaluation, determine action steps needed that will provide the right oversight by coach and optimum growth for the performer. Create the right intermediary steps with a timeline that transfers accountability onto performer. |

It is often said that "While you may not find time to do it right, you'll always find time to do it over. By following these steps, you'll get the satisfaction of doing it right the first time – saving you time, money and frustration and at the same time build a competent and capable team.



Humanergy, Inc. is a leadership and team development organization that proudly supports the Greater Jackson Chamber of Commerce.