


COACHING WORKSHEET

<p>Best coach I ever had.</p> <ul style="list-style-type: none"> ○ Why? ○ What was one stand out thing about them? 	
1. Get the Foundations Right	
<ul style="list-style-type: none"> ○ What are the mechanics of the role? ○ What are the foundations? ○ How do you assess someone's capability? ○ What are your drills? 	
2. Assessing headspace & attitude	
<ul style="list-style-type: none"> ○ How do you address a disconnect? The yeah-yeah ○ Think about a staff member with behavioural opportunities – what are you seeing? ○ How do we address this early on? What's your version of a little tap to the body?! ○ How is this impacting other staff, customers, the organisation, culture and/or performance? ○ What if it's a poor investment of time? ○ The hard convo: <i>"I notice when I give you feedback, you are reluctant to take that on, am I reading that right?"</i> 	
3. What we walk past we are willing to accept	
<ul style="list-style-type: none"> ○ What are your non-negotiables of what we shouldn't walk past? ○ What is the impact if we do? 	
4. Coaching on the fly	
<ul style="list-style-type: none"> ○ Let's practise! 	
5. You don't know what you don't know	
<ul style="list-style-type: none"> ○ How do you buddy your newies? ○ How have you check and vetted your buddy? ○ Do you provide a structured list of what they are to look for with a post check in? 	
<ul style="list-style-type: none"> ○ How would you coach this operator? 	

6. It's not about your ego	
<ul style="list-style-type: none"> ○ What are the traits of a good coach in your business? 	
7. 80/20 rule	
<ul style="list-style-type: none"> ○ Where are your leaders spending most of their time? ○ Time spent with underperformers vs high performers 	
8. Balance of positive and constructive	
<ul style="list-style-type: none"> ○ On reflection, are you balanced? 	
9. Coach to input and not outputs	
<ul style="list-style-type: none"> ○ List your outputs 	
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10. Get them to their own lightbulb moment	
<p>Secret Feedback Tips:</p> <ol style="list-style-type: none"> 1. The Micro-yes eg. <i>"Do you have 5 minutes to talk about how that conversation went?"</i> 2. Give your data point – specifically what you saw or heard (no blur words) 3. The Impact statement – how it impacted you or the team 4. Wrap feedback with a question eg. <i>"What are your thoughts on it?"</i> 	



eMatrix Guided Discovery

<p>What's your biggest challenge with your customers?</p> <p>What do you feel you've mastered in your customer conversations?</p> <p>What have you tried before in that situation?</p> <p>What would that result in?</p> <p>What needs to happen now?</p> <p>What one action would make a difference?</p> <p>What resources/skills do you need?</p> <p>How will you know you've nailed it?</p>	<p>What does good look like for you?</p> <p>Why did the customer react in that way?</p> <p>Have you considered x/y?</p> <p>What actions can you now commit to?</p> <p>When can you send through an example of where X is applied?</p> <p>How will you measure your success/results?</p> <p>What could you do differently?</p> <p>What would you like to focus on in the next session?</p>	<p>What went well in the conversation?</p> <p>When the customer said X, what emotions would they be feeling?</p> <p>How could you use the emotional words you chose to acknowledge the customer?</p> <p>Why do you think the customer (insert behaviour here)?</p> <p>Talk me through what ideas you've had?</p> <p>Why do you think this is?</p> <p>If you had an outcome for this session, what would that be?</p> <p>What's stopping you?</p> <p>Are you willing to work on this?</p>	<p>I would like to know what will you do to get back on track?</p> <p>Talk me through what's making this challenging to maintain?</p> <p>Have you considered how this is overshadowing your future opportunities?</p> <p>Have you considered the impact of not taking action to get the right support?</p> <p>I can see that this means you really care, on the other hand it's impacting performance, what are your thoughts on that?</p> <p>I'm concerned that we are seeing the conversation in very different ways, talk me through what made this a positive conversation for the customer?</p>
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What to Avoid

- Walking past poor behaviour or not having the conversation ('what we walk past we are willing to accept')
- Having feedback weeks later about a concerning situation (let's do this in the moment)
- Trying not to be the bad person – 'other people have said....'
- Emailing feedback without a conversation
- The 'Sandwich' approach
- Sugar coating negative feedback or ending with a positive after a difficult conversation
- Making a difficult conversation about 'what we can do'
- Starting a difficult conversation with chit chat or small talk (surprise...)
- A laundry list of constructive feedback
- Telling without a two-way conversation
- Feedback about a call without the agent being able to listen to this
- Telling a staff member to listen to the call on their own and identify their own gaps
- Telling a staff member to buddy without any expectations or guidance
- Not having specific examples or evidence linked to feedback
- Solving the problem for the coachee
- Providing ideas and answers for the coachee without their input
- Majority of touch points with staff are when something didn't go right
- Feedback provided to a group but this doesn't relate to everyone
- An absence of what the employee is doing right in their role

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