Training Seminar

Coaching Files

Reaching out to a person – act of kindness

Personal rapport

97% people are favorably adjusted

Talk is best (face to face) – negotiation skills

Project

Measures (observable), for example, dashboard

Timeline (ETA), for example, calendar

Initiative (High Level Overview)

- talk sheet, for example, summary sheet with outline format (one sheet only)

Milestones

- Irreversible progress trap (can’t go back), for example, dates

Flowchart/Map/Story Board

Benchmarks – looking at what average worker may be able to do in the same task

Productivity

Units

Ceiling

**Effective**

Time

There is always a ceiling on throughput

Need intellectual gain for innovation

Leading someone to tasks

|  |  |
| --- | --- |
| Employee responsible for outcome here  3. Support | Manager responsible for outcome here  2. Coach |
| 4. Delegate | 1. Direct |

Direct – tell them what to do; for example, task specific (short tasks with short timeline => success)

Coach – dialog wherein they provide feedback but still being directed on what needs to be done

Support – feedback given based on what could be done in job/task (level 3 initiative\*)

Delegate – outcome only (abdicate)

\* Different levels of Initiative

Wait to be told (tell me what to do)

Ask to be told (what should I do)

Suggest options (how about if I do)