



3 Minute Mentor

Episode 21 Show Notes

Episode 21: How to coach someone?

Lots of good books and courses and they are worth doing - here is a summary.
When to coach, a 3 step process and then some ideas on the coaching session:

When should you coach?

- Don't confuse coaching with regular management and reviews
- When someone is failing in their role or doing something to hold them back
- Coaching is typically used when your employee is having problems with:
 - key tasks, time management, confidence and management

3 Step Process

- 1 Prepare - learn what they doing; think through what they are doing well or badly
 - Use facts to build hypotheses – couple of examples might be listening or setting unrealistic expectations
- 2 Discuss – share and listen actively; look for causes; build actions plans
- 3 Follow-up – create an ongoing dialog and follow up plan

The Coaching Session

- Be positive about what they are doing well
- Talk about being more effective not wrong
- Observe why what they are doing limits their success
- As ever use honesty, integrity and transparency
- Remember to be supportive and constructive but clear on actions

Bottom Line:

Coaching is not about doing the job for the person but helping them to learn to do it themselves

