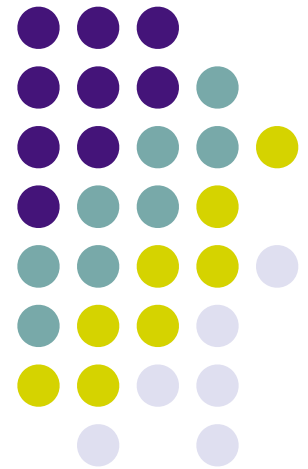


# Coaching for Results

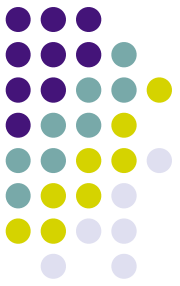
Randy Celaya

Results Focused Training

Rcelaya@ResultsFocusedTraining.com



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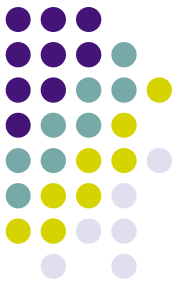


# Seminar Objectives

- Clarify the difference between an Coach and Mentor
- Understanding the Role of a Coach
- Learn 12 Steps for Effective Coaching Interactions
- Top 10 Coaching cautions
- Understand Mentor and Mentee Roles
- 10 Tips for Mentors
- Techniques for Motivation and Inspiration
- Communication skills



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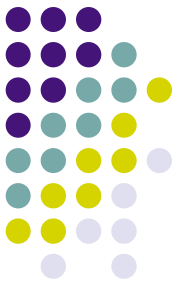


## Discuss:

What is the difference between Coaching and Mentoring?



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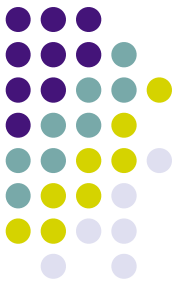


# The Coaching Role

- Involvement and Trust
- Clarifying and Verifying
- Affirming and Acknowledging
- Motivating and Inspiring



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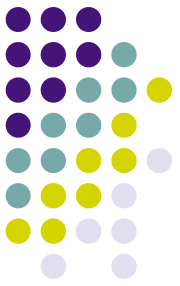


# Involvement and Trust

- Developing Trust
- Confidentiality
- Support your team members
- Honesty
- Consistency
- Encouraging communication freedom



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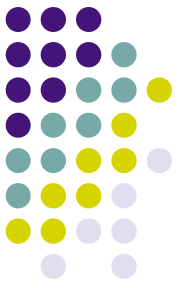
# Involvement and Trust

## Rewarding performance (5 keys)

- Praise only when it is truly deserved
- Criticize in private, compliment in public
- Don't assume embarrassed with praise
- Avoid manipulation praise
- Reward small achievements



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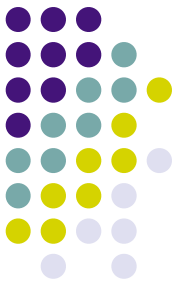
# Clarifying and Verifying

## ***Top Three reasons employees do not do what's expected***

- They don't know what they are supposed to do
- They don't know why they are supposed to do it
- They don't know how to do it



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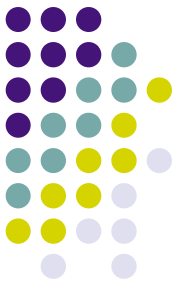
# Clarifying and Verifying

Communicating your expectations include:

- Telling the individual what you want to accomplish
- Telling the individual what good performance is
- Telling the individual how performance is measured



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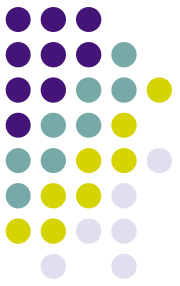
# Clarifying and Verifying

- Avoid using abbreviations or nicknames
- Use illustrations and examples
- Outcome contrast: describe what not to do
- Organize before communicating
- Write down instructions or information
  - Who, what, where, why, how, when



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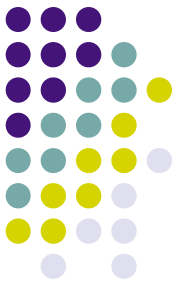
# Affirming and Acknowledging



“You handled that customer well. You were a little rushed with her; next time slow down your explanation. You really are an asset for us when it comes to handling irate people. Nice job”



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# Motivating and Inspiring

How do you motivate and inspire when coaching?



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# Motivating and Inspiring

## 5 Key Elements

Shared Goals

Self-Esteem

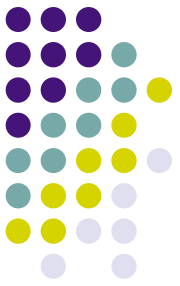
Good Communication

Growth Opportunity

Trust and Respect



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# What's the Coaching Strategy?

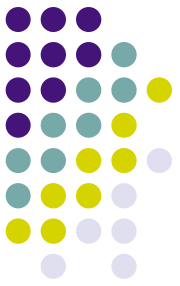
High Skill  
Low Dedication

Low Skill  
High Dedication

High Skill  
High Dedication

Low Skill  
Low Dedication

# 12 Steps for Effective Coaching Interactions

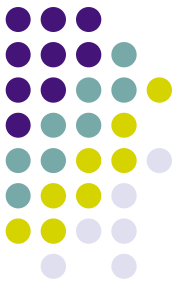


- ▶ Put the employee at ease by being warm, friendly and open
- ▶ Clearly and immediately define what you want to discuss
- ▶ Explain why you are concerned about the specific area of performance even though the employee is meeting standards



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# 12 Steps for Effective Coaching Interactions cont.....

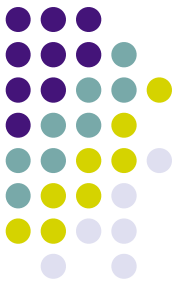


- ▶ Describe what the employee can do to use more of their potential
- ▶ Acknowledge and listen to the employee's feelings
- ▶ Ask how the employee thinks they can move their performance to the next level
- ▶ Ask open-ended questions to encourage the employee to determine their own solutions



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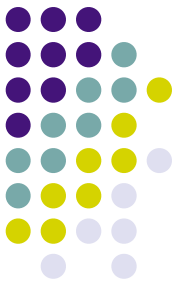
# 12 Steps for Effective Coaching Interactions cont.....



- ▶ Build on any ideas your employee has and continue to pull for them
- ▶ Let the employee know that you respect their abilities
- ▶ Agree upon specific actions they can take and you can do
- ▶ Schedule another meeting to discuss progress
- ▶ Commit to provide feedback, encouragement and attention to the employee



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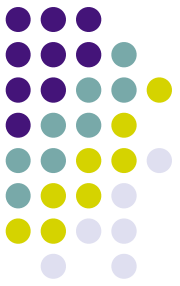


# Communication Skills

- ▶ Verbal Communication
- ▶ Body Language
- ▶ Active Listening
- ▶ Communication Styles
  - Visual
  - Auditory
  - Kinesthetic



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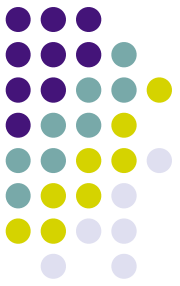
# Top 10 Coaching Cautions

- ▶ You don't determine what is worthy performance
- ▶ You aren't clear about what you expect
- ▶ You don't have enough information about your people
- ▶ You are inflexible about how to perform
- ▶ You get upset when there's a negative response to your coaching



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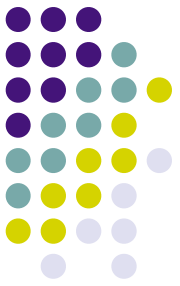
# Top 10 Coaching Cautions cont....



- ▶ You become defensive
- ▶ You don't get feedback or suggestions or solutions from your people
- ▶ You don't listen to what your people are saying
- ▶ You don't hold individuals accountable for their performance measures
- ▶ You fail to reinforce improved performance



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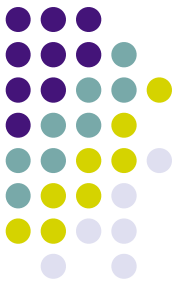


# Coaching Script

- **R**eason for the session
- **E**ncourage individual to talk
- **S**tay in the moment
- **U**nderstand their needs
- **L**isten for suggestions
- **T**ake time to agree on plan of action
- **S**chedule follow up session

## **RESULTS**





# Mentor and Mentee Roles

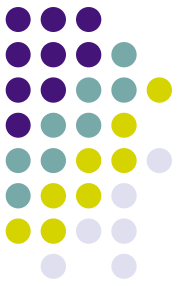
## The Mentor:

- Actively listening for understanding
- Challenge and stimulate learning
- Build self confidence
- Provide feedback
- Teach by example
- Act as a role model
- Share experiences
- Encourage
- Motivate

## The Mentee:

- Listen
- Act on advice
- Show commitment to learn
- Check ego at the door
- Ask for feed back
- To be open minded
- To be opened to change
- To be proactive



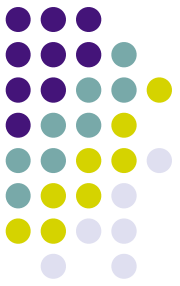


# Ten Tips for Mentors

- ▶ Know your work. Review basics
- ▶ Know your organization and culture
- ▶ Get to know your associate. Education, background, skills, interests, family.
- ▶ Learn to teach. Presentations, adult education
- ▶ Be patient. Gen X, veterans, baby boomers.



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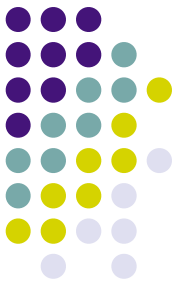


# Ten Tips for Mentors.....

- ▶ Learn to learn. Current in the industry
- ▶ Be tactful. Kind, courteous, firm
- ▶ Take risks. Challenge with tough jobs
- ▶ Celebrate success. Make it fun and exciting
- ▶ Encourage your mentee to be a mentor



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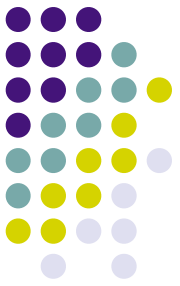


# Results of Effective Mentoring

- ▶ Awareness of organizational politics and culture
- ▶ Appreciation of networking
- ▶ Proactive approaches to their tasks
- ▶ Eagerness to learn
- ▶ Movement toward “expert” status
- ▶ Attitude of “advocacy”



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Randy Celaya

President, Results Focused Training

[www.resultsfocusedtraining.com](http://www.resultsfocusedtraining.com)

[rcelaya@resultsfocusedtraining.com](mailto:rcelaya@resultsfocusedtraining.com)



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