

"Coaching is unlocking people's potential to maximize their own performance." - John Whitmore, *Coaching for Performance*

Aside from situations that require specific directives from you as a supervisor, consider adopting a coaching mentality with your subordinate(s).

A Coach IS

- Motivating
- Inspiring
- Patient
- Caring
- Relationship-focused
- A sounding board
- A cheerleader
- A connector of the dots
- A facilitator
- An awareness raiser

A Coach IS NOT

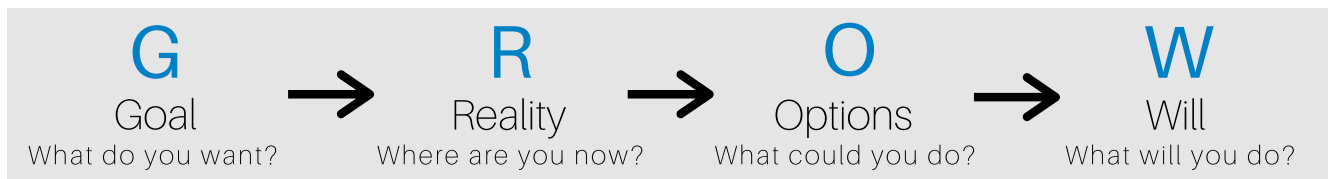
- A problem solver
- A teacher
- An advisor
- An instructor
- An expert



Professional Coaching:

- Is a process of assisting another's individual growth and development through listening and asking deliberate questions to build self-awareness and accountability
- It is a solutions-focused approach
- Empowers ownership of successes and failures
- Develops skills to make more effective decisions
- Improves employee performance, engagement, job satisfaction and development

Coaching can be formal (scheduled meetings) or informal (situational, on the spot). It entails giving less directives and asking more questions. Follow the GROW model, asking open-ended questions to progress through the phases of coaching:



Resources:

- Human Resources Consultant Team, comprised of trained coaches
- *Coaching for Performance* by John Whitmore available at Rose Library
- Professional Development Resource Collection- books on coaching currently available to check-out