

Coaching Reminder Sheet for Coaches

Before the Session:

- **Prepare:** Review employee's recent performance, progress towards goals, and any previous feedback.
- **Objective:** Define clear goals for the session.

During the Session:

- **Start Positive:** Begin with acknowledging successes or improvements.
- **Listen Actively:** Focus on understanding, not just responding. Use nods and "mm-hmms" to show you're listening.
- **Ask Open-ended Questions:** Encourage deeper thinking and self-reflection.
- **Empathize:** Show understanding and support for their feelings and challenges.
- **Feedback:** Provide specific, constructive feedback balanced with positive reinforcement.
- **Set Goals:** Collaboratively set SMART (Specific, Measurable, Achievable, Relevant, Time-bound) goals.
- **Action Plan:** Develop a clear action plan with next steps and deadlines.
- **Encourage:** Motivate and build confidence in their ability to improve and succeed.

After the Session:

- **Follow-up:** Schedule regular check-ins to discuss progress and adjust plans as needed.
- **Support:** Offer ongoing support and resources.
- **Document:** Keep brief notes on goals, plans, and progress for future reference.

General Tips:

- **Growth Mindset:** Encourage viewing challenges as opportunities to learn.
- **Confidentiality:** Ensure conversations remain confidential.
- **Flexibility:** Be adaptable in your approach based on the employee's needs and responses.
- **Continuous Learning:** Seek feedback on your coaching and look for ways to improve.