



Coaching for Success
Building Trust in the Workplace

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March 6, 2024

OBJECTIVES
To be able to conduct a successful coaching conversation by:

- ▶ Building Trust
- ▶ Coaching for Success
- ▶ Creating Open Communication
- ▶ Listening For Understanding
- ▶ Learning A Positive Feedback Model

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Why Is Trust Important?

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WHY IS TRUST IMPORTANT?

- ▶ Encourages open communications
- ▶ Less errors and production problems
- ▶ Makes the workplace more comfortable and enjoyable
- ▶ Creates more collaboration from employees



HOW TO BUILD TRUST

- ▶ Be Consistent
- ▶ Be Positive
- ▶ Foster Open Communication
- ▶ Be An Advocate

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Why Should We Coach People?



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WHY COACH PEOPLE?

- ▶ People who are falling short of goals may not know why or how they can improve.
- ▶ Highly performing people may become bored & benefit from a "s t r e t c h" goal.
- ▶ Helping our people succeed makes our company more successful.
- ▶ It's the right thing to do.



COACHING FOR SUCCESS

- ▶ 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.



COACHING FOR SUCCESS (Continued)

- ▶ People want to succeed
- ▶ You want them to succeed
- ▶ We are on the same side
- ▶ Make coaching a positive experience

UNDERSTANDING YOUR ROLE IN COACHING FOR SUCCESS

- ▶ Be The Helping Hand
- ▶ Learn Where The Person Is Now
- ▶ Help Them Over come Obstacles
- ▶ Provide Necessary Information and Encouragement



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General Rules of Coaching For Success



1. Praise In Public, Coach In Private
2. Establish A Regular Coaching Schedule
3. Make The Person Your Focus While Coaching
4. Listening For Understanding
5. Get To Know Them – Ask About Something Recent

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HOW TO COACH FOR SUCCESS (CONT)



1. Start With The Positives
2. Segue Into Current Performance
3. Questions To Find Areas Of Improvement
4. Set SMART Goal
5. Commend Plan
6. End With Offer Of Help Or Assistance As Needed

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EXAMPLES

- GREAT PERFORMER
- GOOD PERFORMER
- POOR PERFORMER

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Coaching Flow Chart

- Start with a positive attitude
 - Positive observations
 - Show genuine interest
- Transition to current performance
 - Ask for ideas for continued growth
 - Keep conversation positive
- Create a SMART goal or plan
 - Recap the plan
 - State your confidence
 - Offer assistance

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THE FINAL COACHING STEP

Check in on yourself

Are you being your best self?

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Additional Resources

1. Reading List
2. "Great Questions Check List" from Jason Lauritsen
3. Coaching Tips Sheet
4. Coaching Session Outline

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Sample "Great Questions" to ask:

1. How is your mental health (scale of 1 to 10 with 10 being great)?
2. How are you feeling about life right now on a scale from 1 to 10?
3. What have you been doing to take care of yourself lately?
4. What's the most important thing we need to talk about today?
5. What is most frustrating for you about work right now?
6. How do you feel things are going for you at work right now (on a scale from 1 to 10)?
7. If you were to consider leaving for another job, what would be the reason you'd leave?
8. How appreciated do you feel for what you contribute (on a scale from 1 to 10)?

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