

# 6 CRITICAL STEPS TO COACH EMPLOYEES EFFECTIVELY

1

## Build a Relationship of Mutual Trust.

The foundation of any coaching relationship is rooted in the manager's day-to-day relationship with the employee. Without some degree of trust, conducting an effective coaching meeting is impossible.

2

## Focus on the "what," not the "why."

Avoid the appearance of judgment. Begin with "I have observed..." or "I have seen..." and then refer to the behavior. Focus on behavior and not the person.

3

## Show confidence in the employee's

ability and willingness to solve the problem. Engage the employee by asking them for help in solving the problem or improving their performance and work together.

4

## Determine whether issues exist

that limit the employee's ability to perform the task or accomplish the objectives. Common barriers are time, training, tools, and temperament. Work on removing the barriers.

5

## Set specific measurable goals,

agree on next steps in terms of actions and timing, and gain a commitment. Follow the employee's progress.

6

## Over time, create a list,

wiki or library of best practices and learning tips based on experience and employee input.



Take the first step to effective coaching.  
[www.HRDQstore.com/coachsi](http://www.HRDQstore.com/coachsi)

### Sources:

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