

Coaching Notes

(A powerful tool for turning work performance around)

1. State what you have observed

2. Wait for the Employee's response
Be aware of defensive sidetracks

3. Remind the employee about the goal
This is a goal you are both working towards.
Stick to the issue

4. Ask for specific solutions from the employee
You can brainstorm solutions with them.
Make sure you cover how, when, who
Agree on a solution

5. Set up a system to monitor
Make sure you follow up