

5 KEYS TO EFFECTIVE COACHING

- 1 Listen and Ask Questions**
Asking questions allows employees to relive accomplishments and earn reinforcement. It also leads to more effective problem solving.
- 2 Check In Frequently**
Don't wait for problems to occur. Show up when things are going well. Make yourself available and do what you say. This builds accountability and trust.
- 3 Provide Reinforcement**
Look for people doing it right. Improvement accelerates the more you positively reinforce the right behavior.
- 4 Practice Shaping**
Plan for and identify incremental improvements in behavior and then reinforce them along the way. This takes patience so be prepared!
- 5 Celebrate!**
Don't let accomplishments go unnoticed. Make them visible and celebrate as a team.

