Coaching for Performance Tip Sheet

1. Get to the point, and don’t be abstract in your discussions.
   - Most people hear what they want to hear. If you are not straightforward in your discussion of performance, your employee will probably leave the session without clarity around what is required.

2. Always conduct the coaching session privately.
   - Whether you’re providing a stretch assignment or addressing a performance gap, your staff will appreciate your concern for their reactions and response. Public criticism is embarrassing and discouraging. It also obscures your message, and causes observers to lower their opinion of you.

3. Allow the employee an opportunity to respond to your proposal or concerns.
   - Ask for his/her point of view on the opportunity or the situation. You may discover legitimate obstacles preventing success. If this turns out to be the case, you will look much better if you are objective and open.

4. Develop a plan with your employee.
   - If you allow your employee to take the major role in developing the plan, s/he will probably do a better job adhering to it. Make sure the plan has goals and check in points, with a deadline for achieving each goal. Come to an agreement with the employee on follow-up to the coaching session.

5. Close the coaching session on a positive note.
   - Express your confidence that the employee can address the issue and/ or accomplish the goal/ project.

6. Document the key points of your discussion after the coaching session.
   - It is not necessary to give a copy to the employee but it will help in evaluating subsequent performance.