



## Coaching for Top Performance

### Involves:

1) Education. 2) Developing. 3) Counselling

### Guidelines for Coaching

1. Be a model
2. Be where the game is played
3. Listen and observe
4. Think & speak success
5. Build to strengths
6. Celebrate success
7. Accept mistakes
8. Communicate, Communicate, Communicate,
9. Focus on each team member (each has special needs, find them.)
10. Provide consistent support & feedback: timely, specific, encouraging
  - Guidance without tyranny
  - Allow personal interpretation of task - let each develop, just guide.
  - Feedback with focussed attention - positive feedback, not punitive
  - Deal with bad performance head on
  - Feedback gives support.

### Motivated people are further motivated by:

- You freely giving feedback on your own mistakes
- Building to strengths -not knocking their weaknesses, encouraging mental development as well as skills development.
- Delight in the success of others, balance by celebrating successes and offering negative feedback quickly / timely.
- Be supportive of each individual.
- Show you care, having respect, but show you are willing to give a nudge when necessary.
- Assist each individual to have a greater sense of themselves.
- Show your willingness to be a model - be an inspiration and support.
- Everyone has something positive to contribute - find this and support it. Assist toward continuous improvement
- No children work here. - People are masters of their own destiny.
- Celebrate successes. - Confront failures with how to do it better.
- Communicate respect
- Use the term "WE", including everyone. We all hold ourselves accountable.

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## Learning Plan

1. Educating - Identify current skills. Select a training method.
2. Developing - Monitor performance. Use coaching guidelines.
3. Counselling - Identify performance problems/Confront problems.  
Directly involve individual in solutions.

**Partnership** - We are all in it together. Help learn from each other.

**Effective listening** - Give positive and critical feedback, and self-disclosure. Listening demonstrates caring - people are important.

**Clear sense of direction**

**Real respect**

**Celebrate success**

**Empower all employees** - listen, help each feel authorised, give power to make decisions.

- Be a model
- Be where the game is played
- Listen and observe
- Think and speak success
- Build to strengths
- Celebrate successes
- Accept mistakes
- Communicate
- Focus on each individual
- Provide consistent support and feedback

## Personal Guidelines:

1. Find a great coach - listen and observe
2. Recall coaching attributes
3. Identify your developmental needs
4. Develop a training plan
5. Develop your plan specifically (work place behaviours you intend to start)
6. Implement the plan.

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## Coaching to clarify expectations

(Reduce conflict and misunderstanding)

1. Don't assume your expectations are clear.
2. Everyone to take responsibility.
3. Be specific. (No generalisations, labels, name calling.)
4. Listen and negotiate. (If you do .. then I can do ..)

## Coaching to build new skills

- Explain
- Feedback - demonstrate
- Practice

## Coaching to enhance confidence

Related to how well they believe they have mastered certain skills.

Link coaching to certain skills.

1. Reassure that feelings are normal. Share similar experiences
2. Challenge perceptions of self and the situations. Remind of strengths in other areas. Fear of consequences "What is the worst that can happen?"
3. Offer concrete practical help. (Rehearsal, practice, feedback)