RemotePRO

COACHING BEST PRACTICES

RemotePRO Tips:

- When utilizing the RemotePRO Toolkit, focus developmental conversations on the lower scores in the feedback report.
- Ensure productive conversations by using the coaching and discussion guides found in the Resource Library.
- Be careful not to tackle too much at once.
- Don't forget to also discuss the areas where the individual may have excelled.

What is a Coach?

In a sports environment, a coach isn't the person who teaches new skills, although they might introduce a new technique.

The coach is the person who watches the player in action, gives them feedback on what they saw, and then recommends ways they can improve.

The next time the coach observes the players, they evaluate them based on how well they applied their recommendations and performed.

Coaching isn't a method of teaching, rather, it is a continual process of observation, giving feedback, and agreeing on next steps.

- Be available to:
    - Answer questions,
    - Provide examples for the employee to observe,
    - Offer feedback.
- Devote some focused time to ensure successful skill transfer and accountability.
- Help the employee discover and make decisions on their own. Your role is not to provide all the answers.

Providing Feedback

Feedback is a huge component in the coaching process.

The most effective feedback is:
- **Immediate**
- **Specific**
- **Supportive**

When giving constructive feedback, begin your comments by saying:

"In order to be even more effective..."

There is rarely a situation for which this would be a bad lead-in. It simply insinuates that you feel the employee is already effective to some degree. In addition, there is confidence and motivation built right into the phrasing.

Close your comments by making specific recommendations designed to help the employee focus on specific actions needed to improve performance. That process begins by saying something such as:

"Based on your performance, here are the things I'd like you to work on."

Then offer specific recommendations and discuss them with the employee.

Be sure that you are explicit about what tasks or steps you expect the employee to take, and include an expected time frame.

This feedback process helps employees:
- Recognize what they do well so they can consciously repeat successful behaviors,
- Identify and discuss areas in need of development without making anyone defensive,
- Focus on those follow-up activities designed to help improve performance.