



<b>Review</b>		<ul style="list-style-type: none"> <li>• What challenges were encountered?</li> <li>• Compare performance to standards/objectives</li> <li>• Review relevant metrics as needed</li> <li>• <b>Recognize and encourage performance</b></li> </ul>
<p>Focus on listening.</p>		
<b>Preview (Plan &amp; Prioritize)</b>		<ul style="list-style-type: none"> <li>• Are expectations clearly communicated?</li> <li>• What are the desired results?</li> <li>• Are resources needed?</li> <li>• Biggest challenge this week?</li> <li>• Compare plans and priorities against objectives and goals</li> <li>• “What can I do to help?”</li> </ul>
<p>Focus on the plan. Don't solve all the problems.</p>		
<b>Communication Reminders</b>		<p><b>Coaching:</b></p> <ul style="list-style-type: none"> <li>• Is the challenge a skill problem, a resource problem, or an attitude problem?</li> <li>• “What’s going on?” or “What happened?”</li> <li>• Gain commitment to a new expectation.</li> </ul>
<p>Personal Recognition Objectives Values Expectations</p>	<p>Decisions Changes New Policies Updates Revisions New Information</p>	<p>Don't get so busy <i>doing</i> that you forget to communicate <b>WHAT</b> you're doing, <b>WHY</b> you're doing it, and <b>WHO</b> is impacted!</p>
<p><b>Coaching Priorities:</b></p> <ul style="list-style-type: none"> <li>• Communicate (dialogue)</li> <li>• Establish direction</li> <li>• Provide support</li> <li>• Clear expectations</li> </ul>	<p><b>Coaching Keys:</b></p> <ul style="list-style-type: none"> <li>• Listen more than you speak</li> <li>• Clarify with questions</li> <li>• Resist solving the problem</li> <li>• Offer to help when necessary</li> </ul>	<p><b>Coaching Questions:</b></p> <ul style="list-style-type: none"> <li>• What is preventing you from succeeding?</li> <li>• What could you do differently?</li> <li>• What can I do to help you?</li> </ul>