



Better Coaching Conversations

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The webinar will begin shortly

Welcome!



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Rules of Engagement



After the Webinar



Learning Objectives

- Understand the importance of coaching opportunities
- Identify how to give effective feedback
- Identify tips to improve how you can coach others and how you can get more from being coached.



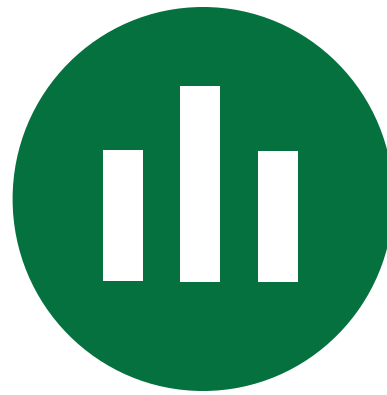


When you hear the words coach or coaching –
what's the first thing that comes to mind?



Coaching was...

a process of dialogue
and guided discovery
that helps managers
successfully optimize
the performance of their
employees.

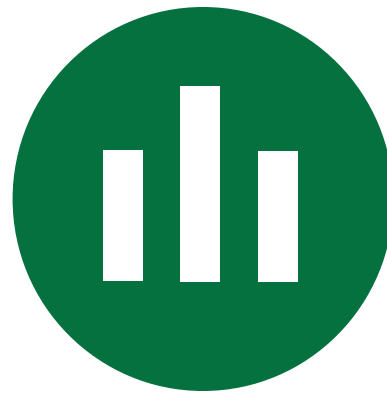


**Does your organization use
coaching?**



25% - 40%

*Hay Group



**Have you ever been coached
at work?**

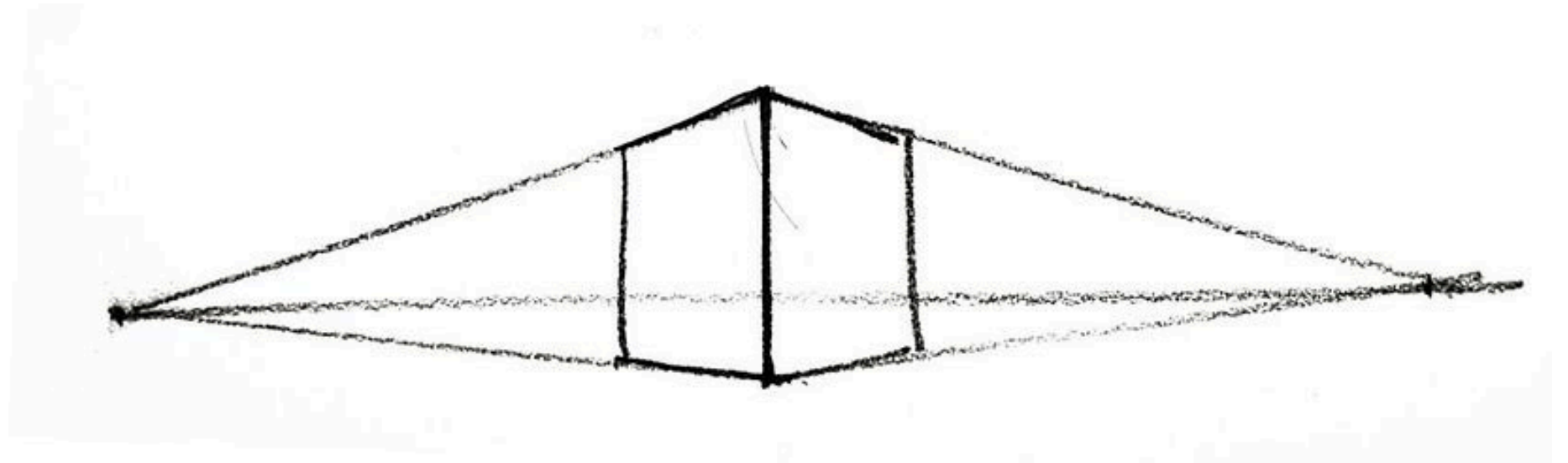




The best coach I ever had
was because

Why Use Coaching

Perspective



*Image by John Lovett

Why Use Coaching

Feedback



Some Additional Reasons Coaching is Important

- Grow and develop new skills with an employee
- Correct performance problems
- Address motivation issues
- Maintain others' respect and morale
- Build and sustain trust



Surprise



Everyday Tips for Better Coaching





Clarify the Purpose

set the stage by 'all' parties
understanding the issue, topic and it's
importance



Listen To Understand



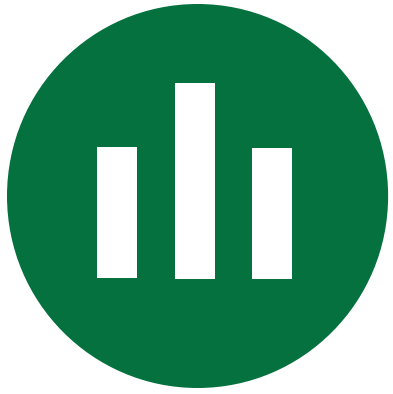
Popular Feedback Approach

S - Situation

B - Behavior

I - Impact

*SBI model from Center for Creative Leadership



According to a Harvard Business Review survey, what _____% of managers aren't comfortable talking and coaching their employees?

- A. 29%
- B. 49%
- C. 69%
- D. 89%

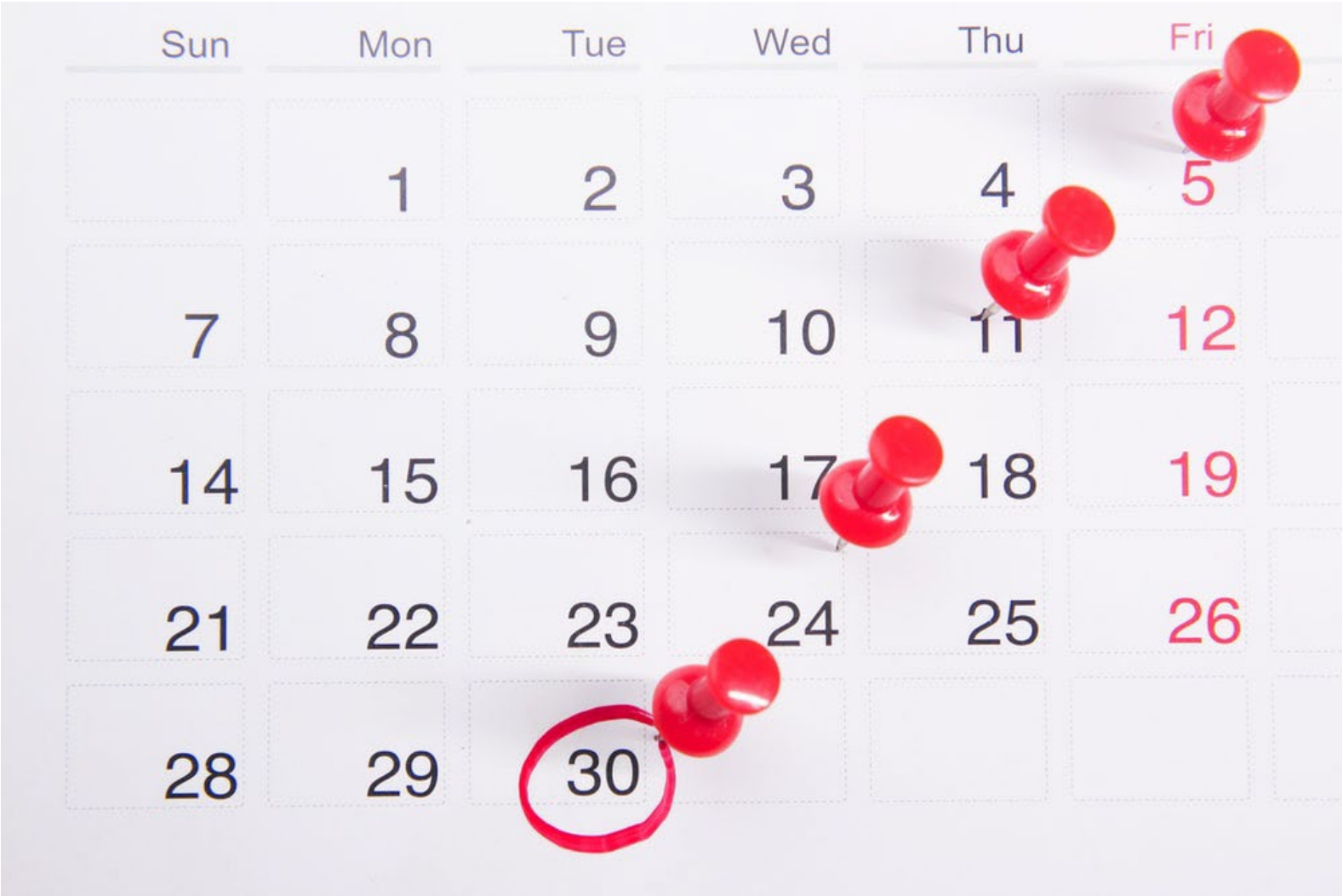
According to a Harvard Business Review survey,
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Coaching Moments



Feedback Tip: Faster and More Often



What If They're Not Receptive To Feedback?



Try To Control Your Defensiveness



Feedback Guide Summary

What to Do	What NOT to Do
Focus on behaviors.	Steer clear of labels.
Share your observations.	Avoid assumptions.
Give specific examples.	Being too vague.
Provide facts or data.	Talk in generalities.
Talk about the impact.	

Inspire

A good coach will help
people see what they
can be,
rather than
what they are.





“The best way to inspire people to superior performance is to convince them by everything you do and by your everyday attitude that you are wholeheartedly supporting them.”

~ Harold Geneen

Resist the Temptation





The Power of Questions





Make a Plan

Two white paper cutouts of human figures are positioned side-by-side, holding hands. They are set against a blurred background of a field or park with green grass and trees. The figures are simple, with no facial features, and their arms are raised to hold each other's hands.

**Make Your Commitment
Find a Peer Partner**

The Workplace Has Changed





Questions



Speak with an enrollment advisor at 704-687-8900

or

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2022 Lineup!

<https://professional.charlotte.edu/webinars/professionals-at-work-learning-series>

Date	Webinar Title
July 27	Building a Winning Culture
August 10	Building Leaders At All Levels
September 14	Fostering Employee Engagement
October 12	Driving Accountability and Empowering Others
November 9	Building Excellence into Everything
December 14	Celebrating the Wins



Questions

