TIME!

Coaching for Performance

- Define Performance

- Communicate & Equip

- Engage

- Coach

Define Performance

Define Performance

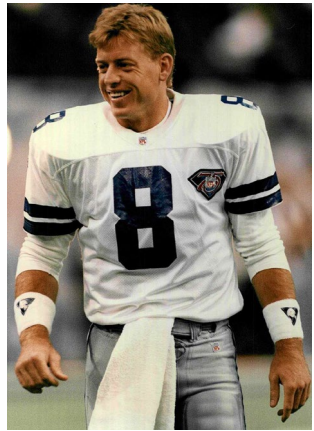**Go to www.menti.com and use the code:**

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Define Performance

- Metrics
  - Individual
  - Team

Define Performance

Define Performance

97.8

97.1

83.4
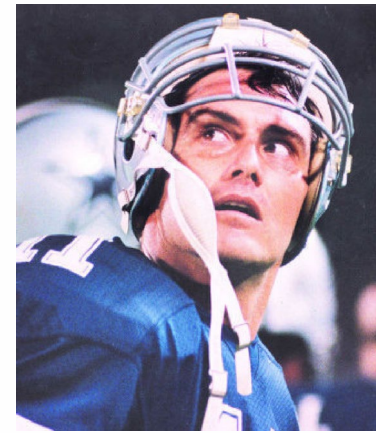
81.7
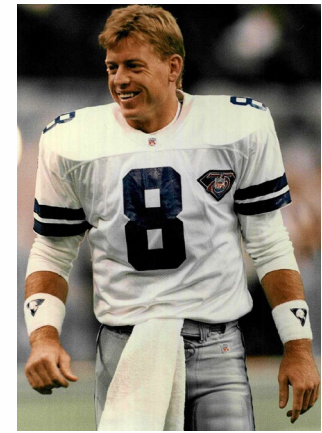
81.6

Define Performance

- Goals / Objectives
  - S.M.A.R.T.

S	Specific
M	Measurable
A	Attainable / Achievable / Actionable
R	Relevant / Realistic
T	Time-based / Time-bound / Timed / Time-related

S	Specific
	What does a good job look like?
M	Motivating
	Is the goal meaningful for the individual?
A	Attainable
	Is the goal realistic, reasonable, and achievable?
R	Relevant
	Is the goal meaningful work for the organization?
T	Trackable
	How will progress and results be measured and tracked?

Define Performance
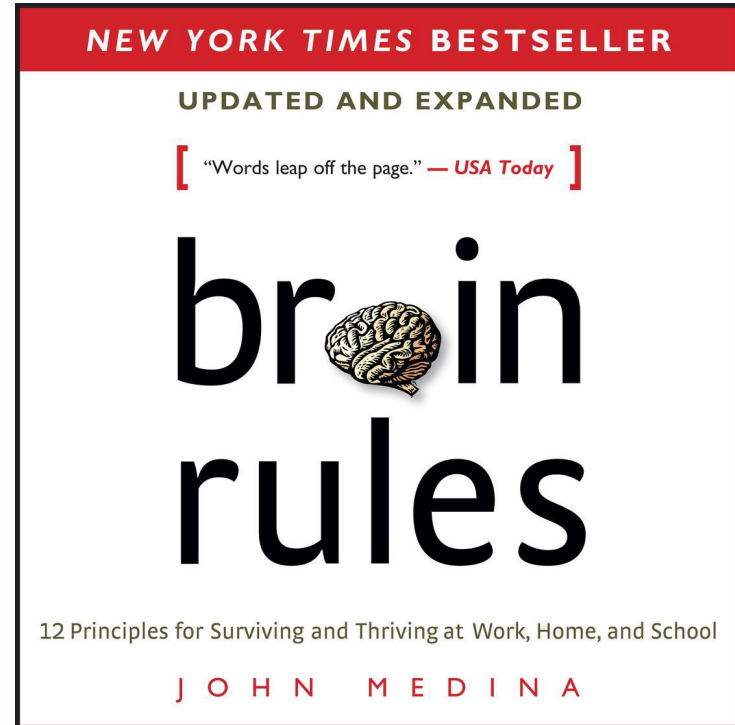
- Goals / Objectives
  - S.M.A.R.T.

Learned helplessness is **a state that occurs after a person has experienced a stressful situation repeatedly**. They come to believe that they are unable to control or change the situation, so they do not try — even when opportunities for change become available.
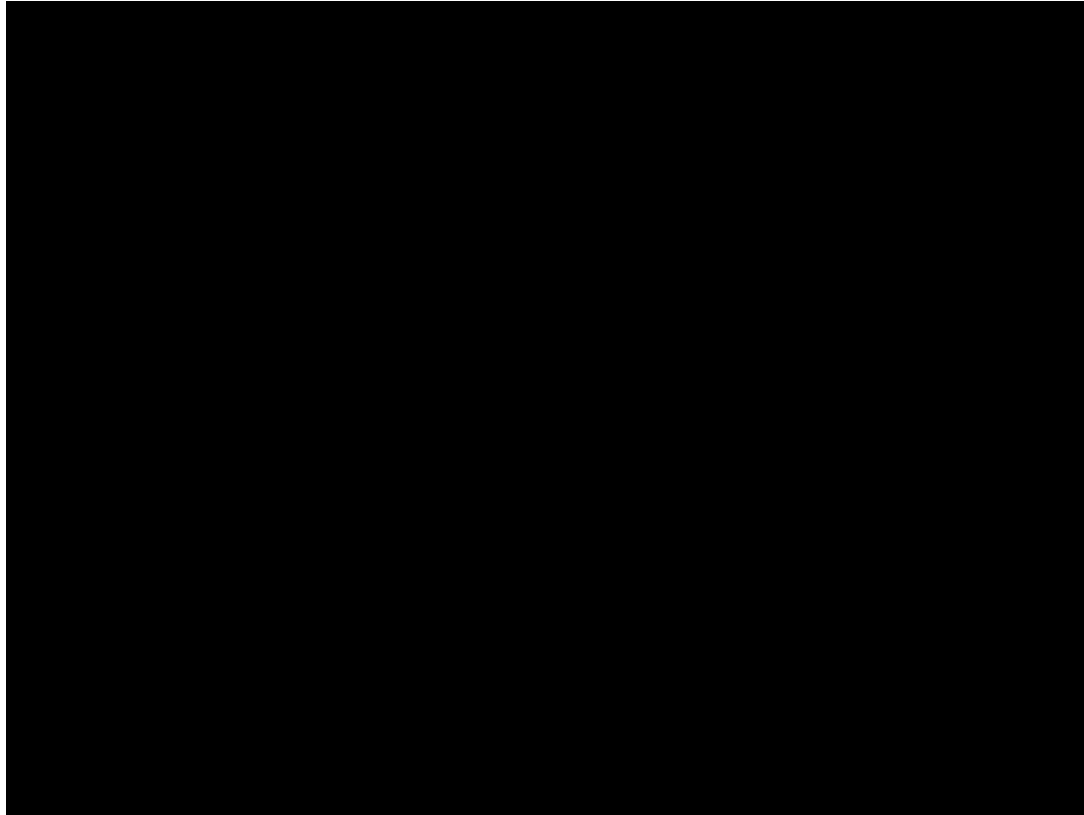
Define Performance

Define Performance

- Goals / Objectives
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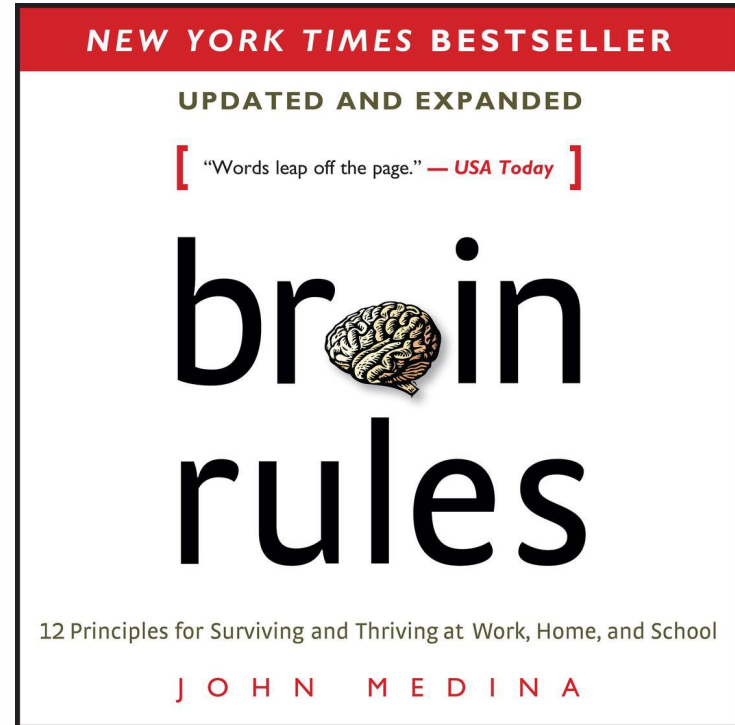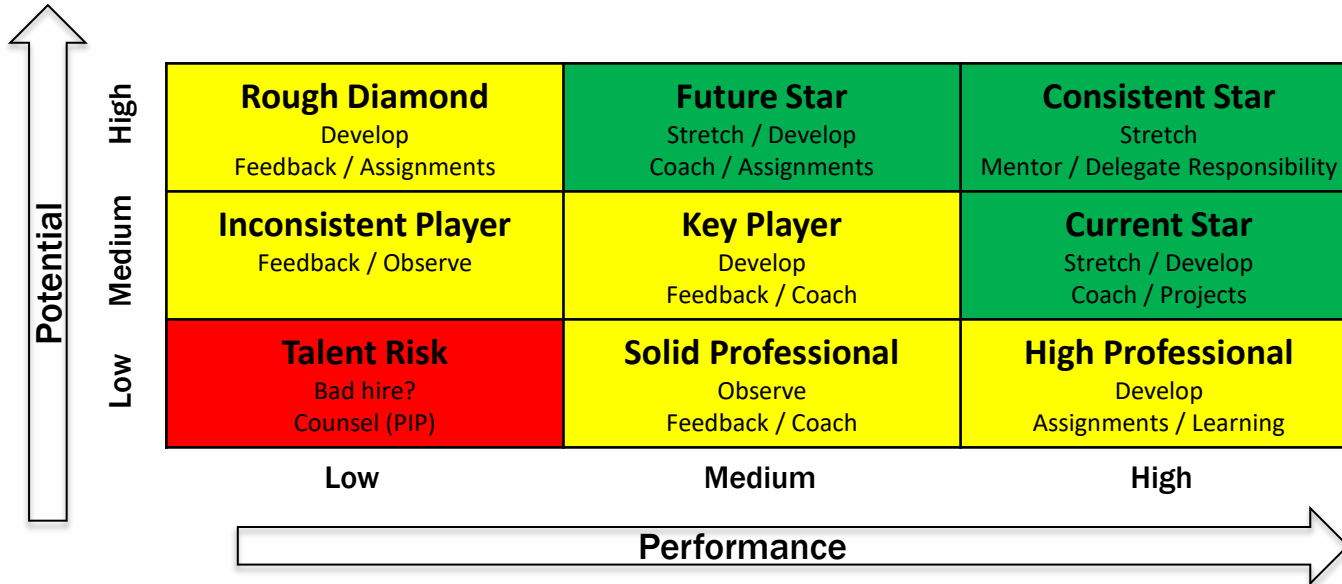

NEW YORK TIMES BESTSELLER

UPDATED AND EXPANDED

["Words leap off the page." — *USA Today*]

brain rules

12 Principles for Surviving and Thriving at Work, Home, and School

JOHN MEDINA

Define Performance

	Low	Medium	High
High	**Rough Diamond** Develop Feedback / Assignments	**Future Star** Stretch / Develop Coach / Assignments	**Consistent Star** Stretch Mentor / Delegate Responsibility
Medium	**Inconsistent Player** Feedback / Observe	**Key Player** Develop Feedback / Coach	**Current Star** Stretch / Develop Coach / Projects
Low	**Talent Risk** Bad hire? Counsel (PIP)	**Solid Professional** Observe Feedback / Coach	**High Professional** Develop Assignments / Learning

Potential ↑

Performance →

Define Performance

		Low	Medium	High
Goals	**High**	**Rough Diamond** Develop Feedback / Assignments	**Future Star** Stretch / Develop Coach / Assignments	**Consistent Star** Stretch Mentor / Delegate Responsibility
	Medium	**Inconsistent Player** Feedback / Observe	**Key Player** Develop Feedback / Coach	**Current Star** Stretch / Develop Coach / Projects
	Low	**Talent Risk** Bad hire? Counsel (PIP)	**Solid Professional** Observe Feedback / Coach	**High Professional** Develop Assignments / Learning

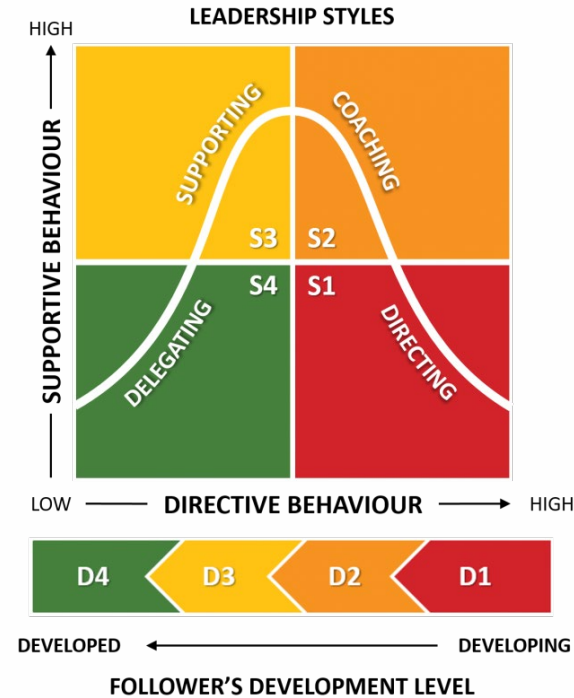**Competencies**

Define Performance

- Goals / Objectives
  - S.M.A.R.T.
  - Position vs. Task

Communicate & Equip

Communicate & Equip

- Weekly 1 on 1

- Email

- Intranet

- Signage

- Team Meetings

- Workday

- Video

Are You Guilty Of Setting Uncommunicated Expectations?

Communicate & Equip

- Skills Needed
  - Training
  - Knowledge
  - Resources
- Tools
  - Software
  - Personnel
  - Budget
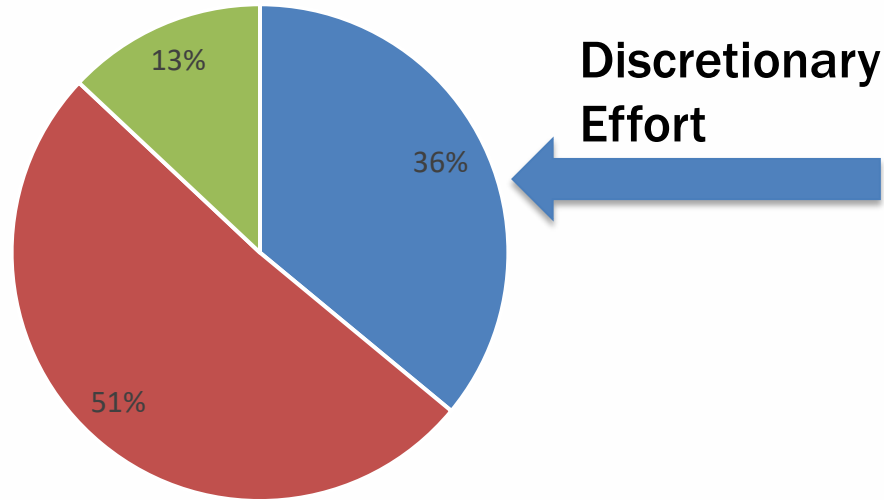

Human

Material

Financial

Intangible

Communicate & Equip

You are not responsible FOR employees... you are responsible TO them.

Put employees in a system that allows them to be successful and engaged!
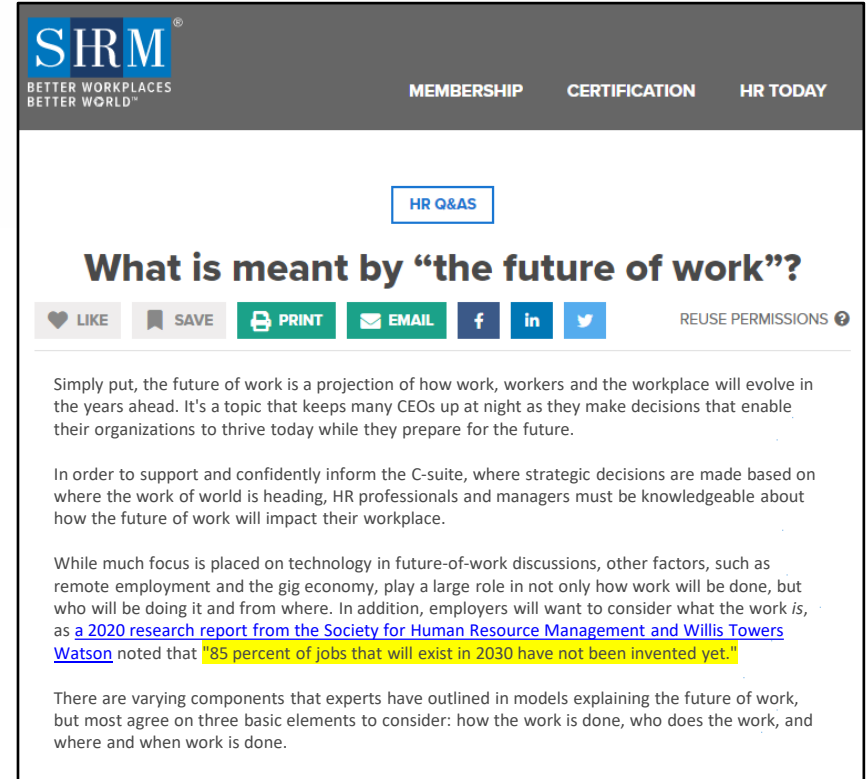
Engage

Engage

Engage

Management by Control

VS.

Management by Engagement

SHRM
BETTER WORKPLACES BETTER WORLD™

MEMBERSHIP   CERTIFICATION   HR TODAY

HR Q&AS

What is meant by "the future of work"?

❤ LIKE   🔖 SAVE   🖨 PRINT   ✉ EMAIL   f in 🐦   REUSE PERMISSIONS ❓

Simply put, the future of work is a projection of how work, workers and the workplace will evolve in the years ahead. It's a topic that keeps many CEOs up at night as they make decisions that enable their organizations to thrive today while they prepare for the future.

In order to support and confidently inform the C-suite, where strategic decisions are made based on where the work of world is heading, HR professionals and managers must be knowledgeable about how the future of work will impact their workplace.

While much focus is placed on technology in future-of-work discussions, other factors, such as remote employment and the gig economy, play a large role in not only how work will be done, but who will be doing it and from where. In addition, employers will want to consider what the work *is*, as a 2020 research report from the Society for Human Resource Management and Willis Towers Watson noted that "85 percent of jobs that will exist in 2030 have not been invented yet."

There are varying components that experts have outlined in models explaining the future of work, but most agree on three basic elements to consider: how the work is done, who does the work, and where and when work is done.

Engage

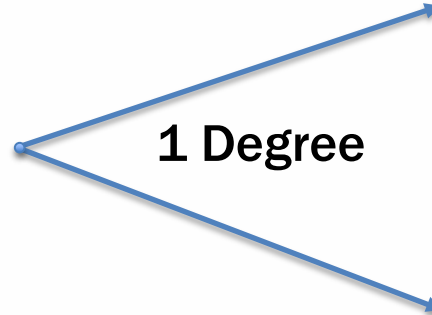- Incentives

- Career Growth

- Sweet Spot
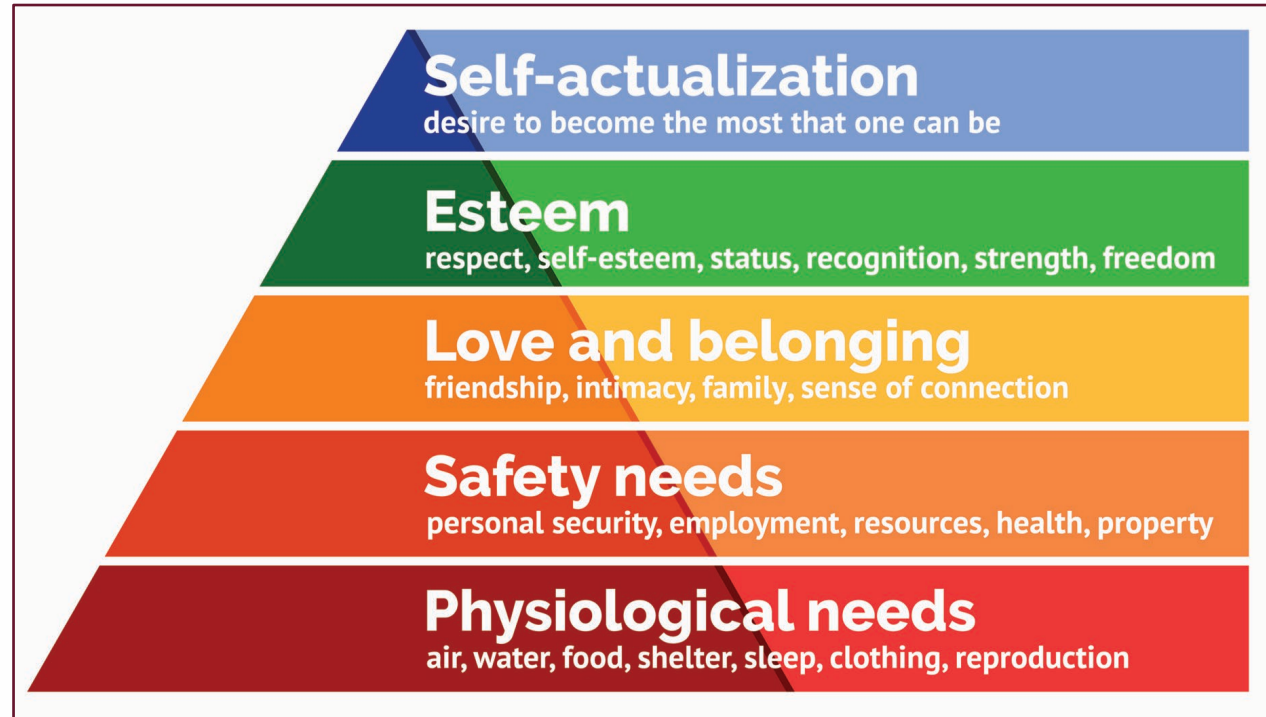
Engage

- Sweet Spot

  - 5 best technical skills that you have that relate to your current job

  - 2 things you like doing the most

  - Spend 50%+ of time doing those 2 things

Coach

Coach

- Constant course correction - Distance from Los Angeles International Airport (LAX) to Santa Catalina Island is 38.2 miles

1 Degree

Coach

- Ongoing process of improving performance and results through timely <mark>feedback</mark>

Helping someone get from point A to point B

Coach

- Feedback

Them

Us

| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |

Lie to you / Like me

Tell you like it is / Tell me like it is

Different / You are in / Difference
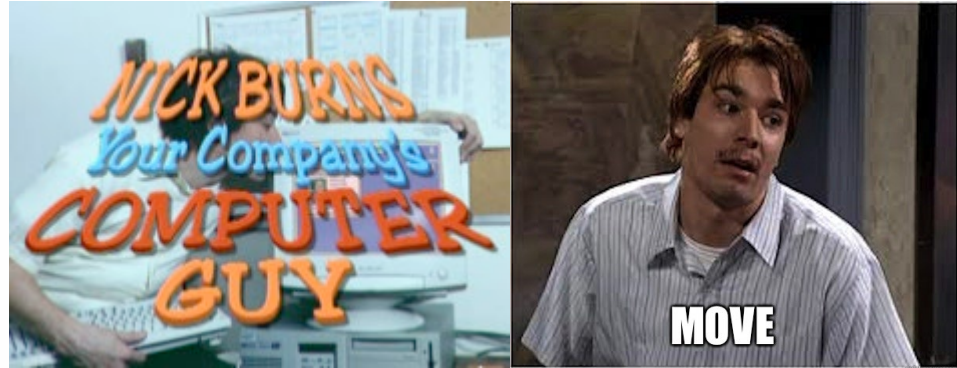
Coach

- Good Coaches
  - Build Relationships

Trust is the foundation
- Do you have my back?
- Will you keep things confidential?
- Are you a person of your word?
- Do you have the skills and ability to help me?

Coach

- Good Coaches
  - Build Relationships
  - Knowledgeable
    - Gatekeeper vs. Floodgate

Coach

- Good Coaches
  - Build Relationships
  - Knowledgeable
  - Wise
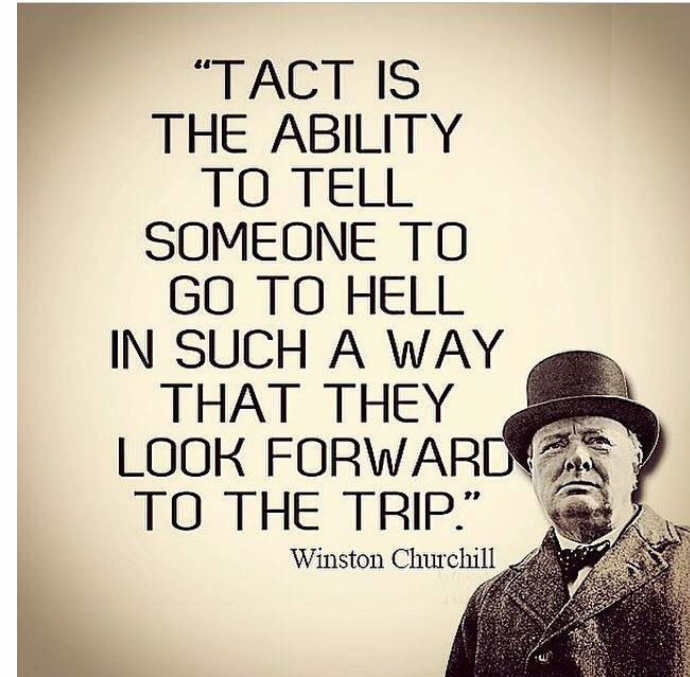   - Application of knowledge and experience

Wisdom doesn't come from experience. It comes from reflecting on experience.

Between ages 25 and 75, the correlation between age and wisdom is zero.

Gaining insight and perspective is not about the number of years you've lived. It's about the number of lessons you've learned.
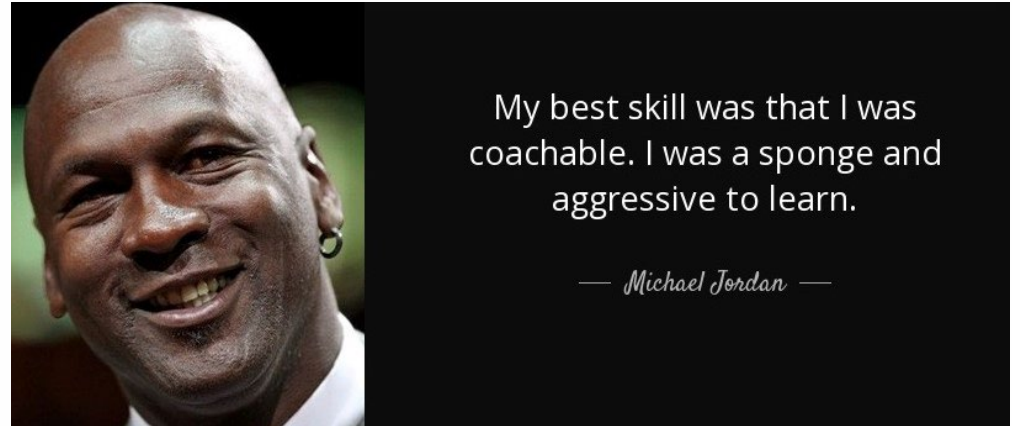
Coach

- Good Coaches
  - Build Relationships
  - Knowledgeable
  - Wise
  - Tactful and Candid
    - Open, honest and respectful

"TACT IS THE ABILITY TO TELL SOMEONE TO GO TO HELL IN SUCH A WAY THAT THEY LOOK FORWARD TO THE TRIP."
Winston Churchill

Coach

- Coachable Characteristics

  - Open-minded

  - Good listening skills

  - Curiosity

  - Future-focused

  - Desire to excel

  - Embrace relationships

My best skill was that I was coachable. I was a sponge and aggressive to learn.

— *Michael Jordan* —

Coach

- Coaching Tips
  - Criticize in private
  - Be specific
  - Attack the conduct not the person
  - Give actionable advice
  - Document everything

What questions do you have?