



Leading Teams Crash Course

Coaching and Feedback

- Coaching.
 - The basic steps of coaching are:
 - Explain expectations.
 - Demonstrate how to perform certain tasks.
 - Let the employee try to do the tasks on their own.
 - Provide feedback.
 - Help your employees learn how to do a task on their own.
 - Let your employees ask questions and clarify steps.
 - Adjust your coaching style based on the individual's needs.
 - Be flexible and use your personal and leadership experience to help your team understand how to do their jobs to standard.
- Feedback.
 - Give negative feedback to help correct poor behavior and promote improvement.
 - Correct behavior in private.
 - Use “I” statements to help employees not feel personally attacked.
 - Give positive feedback to help encourage the behaviors you want to see more of on your team.
 - Praise employees in public, in front of other team members.
 - Use “you” statements so the employee feels the fully impact of the compliment.
 - Provide recognition that's specific, personalized, and timely.
 - Explain what the employee did and how they did it so well.
 - Let the employees know how their work had a positive impact on the team and the rest of the organization.
 - To personalize feedback, you could give it in person or in a hand-written note.
 - The recognition should occur soon after the positive behavior occurred.
 - Ask for feedback from others.
 - This mutual sharing of feedback will help you grow and work together.

This lesson covers how to provide effective coaching and feedback to employees to help them improve and grow on the team. How will you adjust your coaching strategy based on these tips?