

5 TIPS FOR COACHING EMPLOYEES

AND PROVIDING FEEDBACK

1

DEFINE YOUR ROLE AS A COACH

Create a safe **environment**. Help them **define** and **verbalize** their answers, directions, and actions.

2

LISTEN TO WHAT IS SAID

Be **curious**. Seek to **understand**.

"Tell me more."

"What's happening?"

3

OBSERVE WHAT IS HEARD AND SEEN

Focus on just the **facts**. Share what you observe, providing a **judgment-less** summary.

"Here is what I heard you say..."

"So it sounds like you are.... or want to..."

4

VALIDATE WHAT IS FELT

Share the emotion and **acknowledge** it.

"I can see why you might say that..."

"It makes sense that you would feel.... given what you have shared."

5

EMPOWER WHAT IS POSSIBLE

Forward the thinking. **Explore** options, showing faith and **optimism**.

"So what's next?"

"What could improve this?"

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