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What is a Coaching Approach?

Definition

- A **relational** approach to managing and supporting employees that helps them to improve problem solving skills – ie, the ability to think critically, prioritize, and communicate effectively.

The Coaching Approach to Supervision – PHI
www.phinational.org

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The Role of The Supervisor

- What are all the specific things you do to carry out your role as supervisor?
- What are the barriers to being an ideal supervisor?

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Traditional Supervision vs. Coaching Approach to Supervision

Traditional Supervision vs. Coach Approach

Workers don't leave their jobs; they leave their supervisors.



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Coaching Approach to Supervision

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Traditional Supervision vs. Coaching Approach to Supervision

Traditional Supervision vs. Coach Approach

<https://www.youtube.com/watch?v=iSLkQH3RwWY&t=3s>

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Coaching Approach to Supervision

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Traditional Supervision vs. Coaching Approach to Supervision

Traditional Supervision

1. Identify issues to be addressed
2. Explain the rules clearly
3. Explain the consequences of breaking the rules
4. Offer possible solutions to the problem
5. Request or Direct the worker to comply with work rules

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Traditional Supervision vs. Coaching Approach to Supervision

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Traditional Supervision vs. Coaching Approach to Supervision

Coach Approach to Supervision: Five Steps to Performance Improvement

- Create a relationship with the worker
- Clearly present the problem
- Gather information about the worker's perspective
- Engage in problem solving with the worker
- Help the worker commit to action steps

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Traditional Supervision vs. Coaching Approach to Supervision

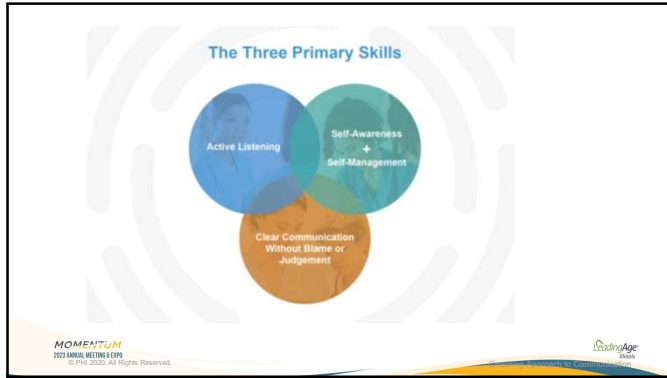
Comparison of Performance Improvement Models

Traditional Supervision	PHI Coaching Supervision
• Identify issues to be addressed.	• Create a relationship with the worker.
• Explain the rules clearly.	• Clearly present the problem.
• Explain the consequences of breaking the rules.	• Gather information about the worker's perspective.
• Offer possible solutions to the problem.	• Engage in problem solving with the worker.
• Request or direct the worker to comply with work rules.	• Help the worker commit to action steps.

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Active Listening

- Body Language
- Paraphrasing
- Open, Curious Questions

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