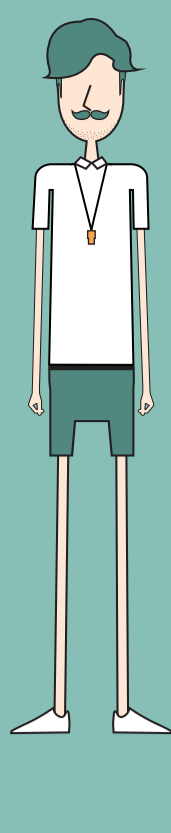


FROM MANAGER TO COACH



DEVELOPMENT TIPS



Every organization has specific needs for its managers, so no two organizations will have exactly the same set of managerial skills we can duplicate to ensure success. However, there are some foundational managerial skills that nearly every employee managing or leading other employees should master to some degree.

• WHY DO WE NEED •

COACHING SKILLS?

IMPROVE BUSINESS RESULTS

Organizations with senior leaders who coach effectively and frequently improve business results by 21%

21%

IMPROVE EMPLOYEE PERFORMANCE

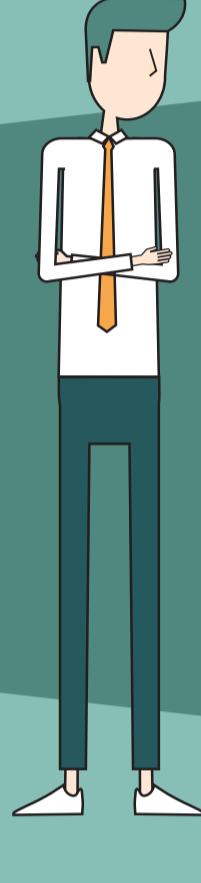
20%

Employee performance improves by 20% when effective manager coaching occurs.

IMPROVE EFFECTIVENESS OF LEARNING

If organizations fully prepare their managers by training in an effective coaching process, the organization could increase the effectiveness of their learning transfer by more than 40%

40%



“Coaching is a process that enables learning and development to occur and thus performance to improve. To be successful, a Coach requires knowledge and understanding of process as well as the variety of styles, skills and techniques that are appropriate to the context in which the coaching takes place.”

- Eric Parsloe, *The Manager as Coach and Mentor*



• COACHING TIPS FOR MANAGERS •



TEACH THEM TO ASK GOOD QUESTIONS

Great questions lead to great answers which lead to great conversations and enable the coaching process.



SHOW THEM HOW TO MEET THE EMPLOYEE ON THEIR LEVEL

Every employee will respond differently to different coaching styles. Tailor your approach accordingly.



PROMOTE AN OUTWARD FOCUS

Coaches are motivated by the success of others and need to focus outwardly for continual motivation.



HELP THEM UNDERSTAND HOW TO GUIDE CONVERSATIONS

Coaches need highly developed communication skills and emotional intelligence. With these in place, questions can guide conversations, not directives. Let employees learn and grow by uncovering answers by themselves.



REINFORCE EFFECTIVE LISTENING SKILLS

Feedback needs to be understood by the employee. Managers and coaches need to know how to ask follow-up and clarifying questions.



EMPHASIZE THE MANAGER'S CENTRAL ROLE IN SUCCESS

No other stakeholder has as much influence over the productivity, engagement and learning as the manager has over their direct reports. Empower your managers to be coaches that promote learning and actively work to develop their employees.



ENCOURAGE COACHING IN THE MOMENT

Learning happens best while things are occurring. Employees learn best by doing. Make sure to take advantage of coaching opportunities as they come.

READY TO IMPROVE THE COACHING SKILLS OF YOUR MANAGERS AND LEADERS?

[REQUEST A DEMO](#)

BizLibrary's award-winning content library contains thousands of online employee training videos covering every business training topic, including communication skills, leadership, sales and customer service, compliance and safety, desktop computer skills and more.