“Great coaches know that one key to achieving outstanding performance is to help individuals focus on what they do best.” - Glenn Phelps, “Coaching Talent”

Successful coaches encourage, support, and offer guidance. Above all, they are patient. They take a genuine interest in the people they are coaching.

Successful coaches are engaged listeners and ask powerful questions that help the employee better understand their own thinking and behaviors.

So how can you become a more effective coach? First, ask yourself these review questions:
- Did I take time in the beginning of the conversation to set a safe environment?
- Did I ask clear, open-ended questions?
- Did I listen closely without interrupting?
- Did I allow the coachee to come to his/her own conclusions?
- Did I provide appreciative feedback?
- Did I provide constructive feedback?
- Did I encourage ownership and accountability and support action?
- Was I patient?
- Did I demonstrate that I am interested in seeing them succeed and perform at a higher level?
- Did I ask for feedback from them?

Coaching Tips!
- Practice, practice, practice! Deliver lots more appreciative feedback every day. Start today and practice giving more of it at home and at work. There are many more opportunities to offer appreciative feedback.

- Provide more constructive feedback to develop people and keep them on target. Don't assume they know better, they might not. Convey the feedback in the spirit of, “you could be even more effective if…” Follow up and catch them doing it approximately right.

- Consult with a peer, friend, mentor etc. about a recent coaching conversation. Ask them how they would coach the employee. Ask for coaching tips!

- Ask for feedback from your employees. This will help you become more aware of your coaching strengths and areas of growth. Asking your employees will also help to build a trusting and open relationship.

- Be aware of how you are feeling when you are coaching. When you are on the lower end of the Mood Elevator, your thinking may not be as reliable. Or when the coachee is on the lower end, they may become defensive or they won’t hear you.