



## HIGH PERFORMANCE COACHING

Coaching others doesn't need to be as challenging as one thinks when you know how to ask the right questions. Mostly, good coaching is taking an honest interest in helping someone achieve his or her full potential.

### TWO KEY STARTER QUESTIONS:

- #1 "Are you coachable?"
  - I have yet to have anyone say they were "not" coachable.
- #2 "May I be honest with you?"
  - By saying "yes" they are giving you permission to be truthful with them.

### FOUR KEY QUESTIONS TO HIGH PERFORMANCE COACHING:

- #1 "What do you consider your strengths to be?"
- #2 "Where do you think there might be opportunities for growth?"
- #3 "What does success look like for you in your job?"
  - I.e. Housekeeper at the Ritz, "I want every room done better than the one before."
- #4 "How would you like me to coach you to maximize your performance?"

### COACHING KEYS:

- #1 1<sup>st</sup> time – Just listen. Don't critique. Don't disagree. Let them speak.
- #2 2<sup>nd</sup> time – Begin coaching.



***From the playing field to the workplace ...***

**Ten Strategies for Building Team Harmony**

***Get to know your team.*** The more you understand about a person, the easier it is to accept his/her differences. It's easy to be critical and negative about a person you don't understand. Take time to listen, and see it through their eyes.

***Give positive feedback whenever you get the chance.*** Simple statements like, "Good idea," "Great effort," "Nice job" help build strong, positive relationships. Get in the habit of building your teammates up, especially during adversity. By helping your teammates, you end up helping yourself.

***Give 100 percent effort, and work hard on your weaknesses.*** Working hard to improve and giving full effort is a powerful team unifier. Never underestimate the power of your example in building team spirit.

***Both negativism and positivism are highly contagious.*** Don't be fooled into believing your negative attitude isn't affecting your team. Negativism can spread through your team like a disease. Carefully guard what you *think* and say. Start an epidemic of enthusiasm!

***Resolve conflicts quickly.*** Take action to resolve problems. Don't gripe or complain to others—it will only hinder your performance. Communicate clearly, honestly and openly.

***Get your attitude right BEFORE going to work.*** Once you arrive for the day, it often can be difficult to adjust your attitude. The real pro *arrives* with the right frame of mind, ready to perform at their best.

***Don't be a loudmouth or show-off.*** Neither one will produce many friends. Quiet confidence, sincerity, and the ability to listen will serve you and your team much better.

***Be responsible for yourself.*** Don't get into the habit of blaming others for your poor performances or mistakes. Blaming only serves to frustrate team harmony.

***Be your own best igniter.*** Don't rely on others to push you to keep up. Self-starters are extremely valuable to the team. They're often the triggers for positive momentum.

***Don't forget to have fun!*** Being able to laugh and loosen up often breaks down barriers and helps people to relax and feel closer. Remember, when you can enjoy, you can perform.

## **TAKING CARE OF YOURSELF**

Consider the following as tips or suggestions. Hopefully, you'll find some that work for you.

### **Focus and Vision:**

- Revisit your personal hopes, dreams, values and goals. Are you still committed to them? Are they in need of change?
- Make a list of what's not changing . . . your personal "comfort zone."
- Narrow your life focus; defer important decisions until you're in the right frame of mind.
- Prioritize and do what's most important right now.
- Sort out what's essential information . . . in difficult times, too much negative information can be detrimental.

### **Stress and Worry:**

- Find time for reflection, meditation, relaxation, deep breathing or prayer.
- Explore your feelings . . . write about them in a journal, talk about them with people who care.
- Practice a positive outlook . . . engage in positive self-talk . . . refuse to be a victim!
- Become action-oriented, you can't worry as much when you are focused on getting something done.

### **Health and Body:**

- Eat healthfully . . . more fruits and vegetables...drink more water.
- Take a multiple vitamin daily.
- Get more sleep (one hour . . . even 30 minutes will be health giving).
- Exercise regularly . . . doesn't have to be strenuous . . . light is fine.

### **Social and Relationships:**

- Use your support network . . . ask for help, share your feelings.
- Socialize more with positive, balanced people.
- Ask more questions like, "What's good about that?" . . . and, "Is there a 'silver lining'?"
- Live more "in the moment", be "fully present" . . . think less about what's next, what's happening tonight, tomorrow, or the next day . . . don't waste the "here and now."

### **Fun:**

- Pursue activities at work that leverage your strengths.
- Pursue activities outside of work that give you pleasure.
- Try that one thing you've always wanted to do.
- Find humor in situations where you don't usually see it.
- Turn off the television and play games with your family.
- If you can't turn off the television, rent the funniest, "gut-busting" comedy you can find.



## **TAKING CARE OF YOUR TEAM**

Consider the following as tips or suggestions. Hopefully, you'll find some that work for you.

### **Focus and Vision:**

- Talk more about vision, values and goals for the future. Encourage your people to participate actively in this dialogue.
- Prioritize work according to strategy; ensure your people are "crystal clear" with what's being worked on and why.
- Emphasize strongly the positive perspective . . . focus on the opportunity that's present.
- Establish a climate of positive, action-orientation (make it clear that a victim-perspective is unacceptable).

### **Relationships:**

- Really care about the well-being of your people, don't fake it.
- Listen like you've never listened before and empathize so that your people know you really do understand and care.
- Be flexible . . . less rigid on some things than you have been.
- Speak the truth tactfully . . . always.
- Talk more about how important your people are . . . about their personal and family situations.
- Inquire more and advocate less . . . in work situations, your ego must be secondary.

### **Work:**

- If your people won't prioritize their work, then do it for them.
- Really encourage your people to have balance in their lives (start with yourself first).
- Praise and recognize any demonstration of initiative . . . during stressful or challenging times, many people have difficulty taking action.
- Be visible and available to your people . . . a lot!
- Encourage your people to emphasize the positive . . . Ask, "What are the possible benefits (of an approach)?"
- Address crises as a team; allow everyone to "own" a piece of the problem.

### **Fun:**

- Recognize and celebrate successes (small ones, too).
- Find simple, yet special ways to recognize your people. Remember how you felt in school when you saw the simple gold star on top of your graded test?
- Lighten up! Realize that most situations aren't as difficult or challenging as we think they are.
- Pursue laughter and lightness . . . it fosters creativity and participation.