Drive by coaching

The 2 Minute Coaching Tool
What Do You Need More Of....

To Get More?
Drive-By Coaching

Performance on the fly
the 2-minute coaching tool you must master
WHERE ARE WE GOING?

• WHAT THE #$%#$ IS COACHING?

• SIMPLE STEPS FOR 2-MINUTE COACHING

• TYPES OF COACHING

• SIDETRACKS THAT DERAIL COACHING

• COACHING EFFECTIVELY – GOTTA DO IT
Why we are talking about coaching skills
A WILLINGNESS TO ENGAGE & COACH DAILY AS NECESSARY

EFFECTIVE USE OF THE 2-MINUTE COACHING TOOL

ABILITY TO DEAL WITH THE 100 SIDETRACKS THAT WILL BE THROWN YOUR WAY

NO PASS THROUGHS

MIGRATING TEAM MEMBERS UP THE PERFORMANCE CHART VIA YOUR COACHING OVER TIME
coaching is hard. we just assume you’re good at it.

it’s hard to teach and even harder to be good at.
The best coaches combine some knowledge of how to coach with active listening, thinking on their feet and shutting up when necessary to get better performance from their flock.
What the #$%@#$ is Coaching?
dialog on any item in need of a tweak...

informal corrects variance daily...
confrontation sucks. period.
Confrontation Sucks.
Think about that...
Your job as a Team Lead is to train so you won’t avoid the coaching that’s necessary.
If confrontation sucks, then you need a tool to get you through it...
2-minute coaching tool eases fear by:

- **Identifying** the performance issue.
- **Engaging** the associate on their thoughts.
- **Linking** individual performance with organizational goals.
- **Agreeing** on action plan moving forward.

**Reinforcing** the belief in associate while engaging on the issue.
STEP 1:
Simply state what you have observed.

Don’t do anything else. Please...
STEP 2: Shut Up
First one to talk loses.
For Real.
STEP 3:
Remind them of their goals.

Don’t give in to sidetracks.
STEP 4:
Ask Questions.
Don’t tell them what to do.
That’s lame.
STEP 5: Summarize the commitment and agree together.

Closing Time...
STEP 6:
Close Upbeat.

You’re Tony Robbins, they’re the audience.
CONFRONTATION SUCKS. USE THE TOOL AND YOU’LL COACH MORE, MAINLY BECAUSE YOU’LL KNOW HOW TO GET INTO ISSUES AND GET THE MOST OUT OF THE CONVERSATION.
2 TYPES OF COACHING
coaching positive work

daily affirmations for the new world coach
Coaching Work that Needs to Improve
THIS IS THE HARD STUFF SO PAY ATTENTION
Do I look like I care?
YOU CAN’T JUST TELL SOMEONE WHAT TO DO IN ORDER TO BE AN EFFECTIVE COACH. IN ADDITION TO KNOWING YOUR STUFF AND USING THE 2-MINUTE TOOL, YOU’VE GOT CREATE A COMFORTABLE ENVIRONMENT.
SIDETRACKS ARE FOR SUCKERS
I just work here dude!
The Screwed Up Life of Charlie the Second

Being a nerd is way underrated...
The 6 simple steps of the coaching tool

1. **State** – What specifically you have observed (or that the technology has observed)

2. **Wait for a Response**

3. **Remind them of the Goals within** the area in question

4. **Ask Questions**

5. **Agree Together**

6. **Close Upbeat!**
STEP 1: Simply state what you have observed. Don’t do anything else. Please...
STEP 2: Shut Up
First one to talk loses.
For Real.
shhh.
STEP 3: Remind them of their goals.

Don’t give in to sidetracks.
STEP 4:

Ask Questions.
Don’t tell them what to do.
That’s lame.
STEP 5: Summarize the commitment and agree together.

Closing Time...
STEP 6: Close Upbeat.

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what ya gotta do to coach:

be willing to engage--
deal with sidetacks--
no “pass-throughs”--
move people up--
use the tool--
That’s the Show...