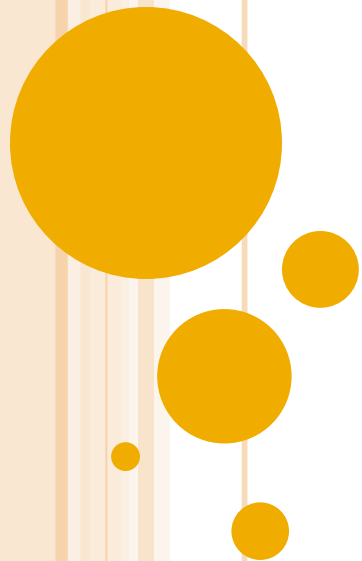




HUMAN RESOURCE MANAGEMENT



OBJECTIVES

- State how team members' knowledge, skills, and attitudes are developed
- Describe the characteristics of an effective coach
- Assess coaching strengths and areas for improvement
- Identify the results of good coaching
- Demonstrate and evaluate coaching competencies
- Describe how to implement a coaching strategy



THE ROLE OF THE COACH IS TO....

- Establish and clarify goals of the session
- Develop a plan to accomplish the tasks and responsibilities
- Ensure team members have a clear definition and understanding of their roles and responsibilities
- Align expectations with members of the team
- Advise, instruct, and demonstrate desired teamwork behaviors and skills
- Encourage and provide feedback for improvement
- Acknowledge and reinforce desired behaviors when observed



KNOWLEDGE, SKILLS, AND ATTITUDES (KSAs)

Team member KSAs are developed through—

- A clear understanding of team members' roles
- Clearly defined tasks and responsibilities
- A high level of commitment and a firm belief in accomplishment of the task/responsibility
- A good understanding of the culture and norms



CHARACTERISTICS OF AN EFFECTIVE COACH

- Influence
- Communication
- Shares knowledge
- Good listener
- Effective Feedback



FEEDBACK SHOULD BE....

Well Intentioned:

- Feedback gives information, not advice
- Effective feedback is meant to help the recipient—it is a gift

Notjudgmental:

- Do not use terms like “good” or “bad”



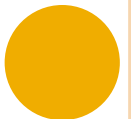
COACHING TIPS

Do.....

- Actively monitor and assess team performance
- Establish performance goals and expectations
- Coach by example; be a good mentor

Do not.....

- Coach from a distance
- Coach only to problem solve
- Lecture instead of coach



EXERCISE: COACHING



COACHING

- <https://www.youtube.com/watch?v=82gVD0Vk7R>
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