Prepare your interaction

What is the situation with the employee that I would like to improve?

What are my hot buttons"? What do I need to be aware of?

What is my goal? What do I want to achieve? What would success look like? (What don't I want to happen?)

The Coaching Process: What do I want to say during this conversation?

Clarify the situation Establish reasons for the meeting. Give an objective description of the behavior or performance and its impact (on you, the team, the unit…..) Ask employee to react to comments and observations	
Generate potential solutions Listen carefully and look for potential solutions (training, job shadowing, etc.) Help your employee to determine objectives that s/he can reach Identify with the employee what s/he will need to develop the solution	
Agree on an action plan Confirm what will be done and how Ask your employee to agree to the action plan that you have developed together	

What are my communication strategies for this conversation?

Recognize value Everyone adds value in a workplace and it's important to recognize this. This strategy is geared towards maintaining the employee's over-all esteem	
Show that you listen carefully A manager needs to be able to listen to his/her employee's concerns and emotions. Active listening is important here. To increase your active listening : Reformulate Ask clarifying questions Show that you understand feelings	
Support your employee Removing an employee from a task or a project is the last thing to do. You want to build your employee's sense of mastery and autonomy by letting them be responsible for a project or task, and coaching them.	

Your example

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Template

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