

Coaching

Coaching is a way of training individuals or teams to improve performance on the job, learn a skill, or achieve a goal. The value of coaching is often recognised in sports teams - it's usually the coach who gets fired when the team isn't performing! Coaching can be equally valuable in the workplace.

A manager who masters the skill of coaching will move an average team to an excellent one, building self esteem and competence that goes straight to the bottom line.

Six-steps are suggested for the coaching process:

- Display the right values
- Explain the purpose of the coaching session
- Acknowledging there is a performance issue
- Exploring alternatives
- Commitment to implement the strategy
- Summarise and monitor staff's performance.