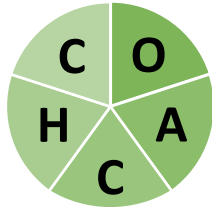


## Coaching in Action: Coach In the Moment Summary



Frame a conversation using the COACH™ process to help the person validate what is working well and what adjustments in performance/behaviors are needed to reach new levels of performance.

### Tips for Success

- When you observe a situation seize the moment for a coaching conversation to reinforce a strength or address a performance gap.
- You can do it in that moment, or shortly thereafter. If it is a team member, do not wait until the next scheduled, “formal” performance discussion.
- Pick the right ‘coachable moments’ that will help the person strengthen their self-awareness and their progress towards goals you have discussed together.
- Be in tune with the person and your emotions – if upset, wait!!
- Acknowledge strengths, performance progress to show confidence in the person.
- Resist the temptation to teach and give instructions on how to do it better. Partner with the person to brainstorm alternatives for the future and let them choose the action they will commit to.