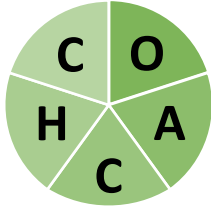


Coaching in Action: Coach a Performance Gap Summary



Frame a conversation using the COACH™ process that will help the person gain self-insight, identify actions, and take personal responsibility to improve their performance to meet expectations.

Tips for Success

- Be prepared for the conversation. Don't wing it!
- Partner with the person to find solutions, not fault.
- Get past your assumptions and judgements to understand the root cause of the performance issue.
- Acknowledge the person's emotions and energy to stay open, curious, and empathetic.
- Empower the person to identify and choose actions to address the situation.
- Resist the temptation to tell the person what you think is the 'right' solution. Use direct communication strategies (e.g., paraphrasing, holding up the mirror, and frame/reframing a situation) and powerful questions to facilitate self-insight.
- Inspire confidence by highlighting key strengths that may be effective in the situation, and/or your ongoing belief in this person as they develop critical skills to meet expectations.