

## What is Coaching Summary

### Shifts Required

<i>FROM</i>	<i>TO</i>
Fix It	Let it Go
Know the Answer	Be Curious
Judge	Listen to Understand

Coaching Leadership Style	
<b>WHAT</b> it is	A conversational framework that fosters a trusting partnership with your team members, colleagues, and supervisor. It inspires others to maximize their personal and professional potential through self-awareness and personal responsibility for action and change.
<b>WHY</b> use it	<ul style="list-style-type: none"> <li>• Recruitment and retention of top talent</li> <li>• Strengthens trusting and respectful relationships</li> <li>• Strengthens individual and organizational accountability</li> <li>• Builds leadership bench strength</li> </ul>
<b>WHEN</b> to use it	<ul style="list-style-type: none"> <li>• Address performance gaps, such as a challenging relationship with another person, difficulty meeting productivity or customer service standard, or quality of work.</li> <li>• Professional and personal development, such as annual review, goal setting, and goal monitoring throughout the year.</li> <li>• In the moment to reinforce or adjust performance/behaviors for future effectiveness – to reinforce strengths, address performance gaps, or discuss professional and personal development aspirations.</li> </ul>