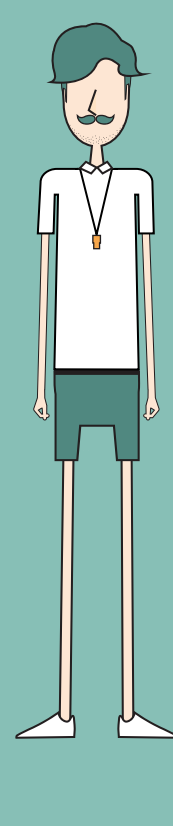


## FROM MANAGER TO COACH



## DEVELOPMENT TIPS



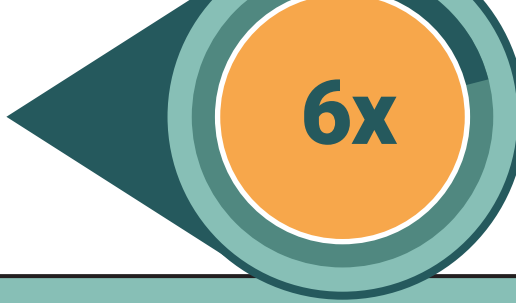
Every organization has specific needs for its managers, so no two organizations will have exactly the same set of managerial skills to ensure success. However, there are some foundational managerial skills that nearly every employee managing or leading other employees should strive to master.

### • WHY DO WE NEED •

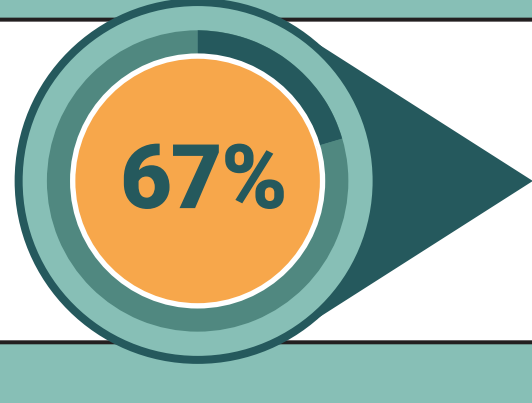
## COACHING SKILLS?

### RETURN ON INVESTMENT

Companies that invested in executive coaching realized an average ROI of almost six times the cost of coaching.



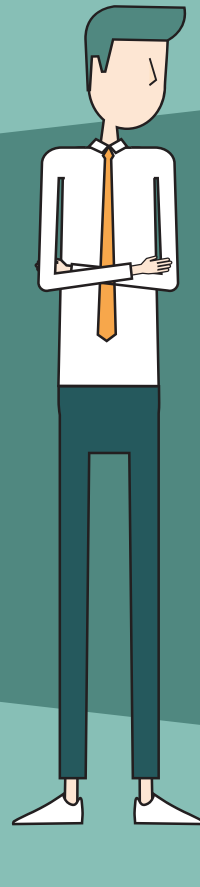
### INVESTING IN FUTURE LEADERS



67% of Gen X leaders want more coaching

### EMPLOYEE PRODUCTIVITY

Employees that have managers invested in their strengths and talents see a 29% increase in profit.



“Coaching is a process that enables learning and development to occur and thus performance to improve. To be successful, a Coach requires knowledge and understanding of process as well as the variety of styles, skills and techniques that are appropriate to the context in which the coaching takes place.”

- Eric Parsloe, The Manager as Coach and Mentor



## COACHING TIPS FOR MANAGERS

### TEACH THEM TO ASK GOOD QUESTIONS

Great questions lead to great answers which lead to great conversations and enable the coaching process.

### SHOW THEM HOW TO MEET THE EMPLOYEE ON THEIR LEVEL

Every employee will respond differently to different coaching styles. Tailor your approach accordingly.

### PROMOTE AN OUTWARD FOCUS

Coaches are motivated by the success of others and need to focus outwardly for continual motivation.

### HELP THEM UNDERSTAND HOW TO GUIDE CONVERSATIONS

Coaches need highly developed communication skills and awareness of emotional intelligence. With these in place, questions can guide conversations. Teach your managers to let employees learn and grow by uncovering answers themselves.

### REINFORCE EFFECTIVE LISTENING SKILLS

Feedback needs to be understood by the employee. Managers and coaches need to know how to ask follow-up and clarifying questions.

### EMPHASIZE THE MANAGER'S CENTRAL ROLE IN SUCCESS

No other stakeholder has as much influence over the productivity, engagement, and learning as the manager has over their direct reports. Empower your managers to be coaches that promote learning and actively work to develop their employees.

### ENCOURAGE COACHING IN THE MOMENT

Learning happens best while things are occurring. Employees learn best by doing. Make sure to take advantage of coaching opportunities as they come.

## READY TO IMPROVE THE COACHING SKILLS OF YOUR MANAGERS AND LEADERS?

Developing effective coaching skills is critical to organizational success. For more information on developing coaching skills within leadership, check out our ebook that provides a toolkit for managers and leaders to help them get started.

