

LEADERSHIP TOOL FOR COACHING: THE C.O.A.C.H. MODEL:

Here is a great model to effectively coach team members.

Cover the Purpose

- Establish rapport
- State the purpose of the meeting



Overview of the issue

- Discuss the specifics of the issue and *why* it's an issue
- Ask if they understand



Address & Discuss the issue

- What do they think is going well
- Manager's comments on what is going well
- What do they think they can improve
- Manager's comments on what can improve
- Resolve any open issues



Create Action Steps

- Employee discusses what can be done to improve
- Manager discusses options for improvement
- Discuss specific action items and commitment
- Date for follow up



Highlight and summarize what was discussed

- Review what was covered
- Express confidence they will do well
- Thank them for their work