



Coaching For Superior Performance©

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Today many leaders are still managing by control. This is not practical and does not lead to a commitment to superior performance. The key to continuous improvement is coaching.

How do you get different results from people? It all starts by understanding the following process:

Awareness affects our Beliefs, our Beliefs affect our Behaviors, and our Behaviors affect our Results.

The first step to changing someone's performance/results is to create the awareness for change. If someone isn't aware of the need to change, then more than likely they won't change.

Since your behaviors determine your results, in order to get different results you have to exhibit different behaviors.

To exhibit different behaviors you have to go to their source, your mind. Your behaviors are a direct output of your beliefs. For example, if you believe most people are lazy and need to be constantly watched, then you will exhibit the behaviors of a micro manager.

Effective Coaches understand that the beliefs they possess drive their behaviors. If you want to move from managing your staff to coaching them, start by exploring your current belief. Here a few beliefs effective coaches possess. Consider if these align with your current beliefs:

- People want to be competent, and given help, will strive to be more competent.
- If people understand the “why” they are more likely to accept the how.
- Mistakes are the key ingredient for continuous learning. The secret is to help people turn mistakes into learning opportunities.
- “Seek first to understand then to be understood”--Stephen Covey, *Seven Habits of Highly Effective People*
- Commitment results when people feel appreciated for what they do.
- Managing and leading by control is not practical and does not lead to commitment to superior performance or the continuous improvement of superior performance.
- For change to occur people need to be held accountable, either by others or by themselves.

Great coaches understand the model that our beliefs drive our behaviors and our behaviors drive our results. If you want to get superior performance from your staff the first step to is to apply this model to yourself! Take a look at your current beliefs about your staff; they are driving the way you lead, manage or coach them. Remember, your beliefs are the drivers of your behaviors and they may be helping or hurting your staff's performance.

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