What is performance coaching?
Partnering with clients (employees) in a thought-provoking and creative process that inspires them to maximize their personal and professional potential.

—International Coach Federation

What problems can coaching solve?
Coaching is ideal as a long-term approach to solving personnel problems. Here are just some examples among the many challenges coaching helps with:

- Poor employee retention
- Employee underperformance
- Employee dissatisfaction
- Conflict resolution
- Poor problem-solving skills

Why should leaders learn to be coaches?

- To create an engaging work environment and increase productivity
- To build strong teams
- To better guide employees through the change process
- To maximize employee performance and satisfaction

What are the five coaching skills?

1. Listening
2. Encouraging
3. Questioning
4. Requesting
5. Action planning

Asking powerful questions

Powerful questions

- Are open-ended, not yes or no.
- Begin most often with what, who, when, and how. Seldom with why.
- Ask the coachee to really think.
- Are clean questions, without judgment and without leading the coachee.

Examples:

1. What is it time for?
2. What will it take for things to change?
3. What is holding you back?
4. What is this costing you?
5. Is this a need or a want?
6. Are you ready to take the next steps?

For more information go to www.sustainablechangecoaching.com. Contact Nancy Smith or Leslie Gross at contactus@sustainablechangecoaching.com.