

HOW TO EFFECTIVELY COACH YOUR TEAM MEMBERS



**THE ABC'S AND DEF'S OF
COACHING AT VERIZON**

AGENDA

- **ICEBREAKER**
- **MISSION STATEMENT**
- **COURSE OBJECTIVE**
- **GROUP DISCUSSION**
- **EXPERIENTIAL MODEL**
- **ABC'S OF COACHING**
- **DEF'S OF COACHING**
- **SUMMARY/IMPLICATIONS**

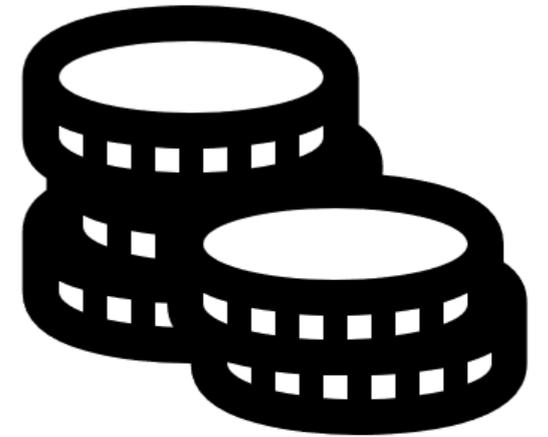


Real World Questions

How can asphalt help save the environment?

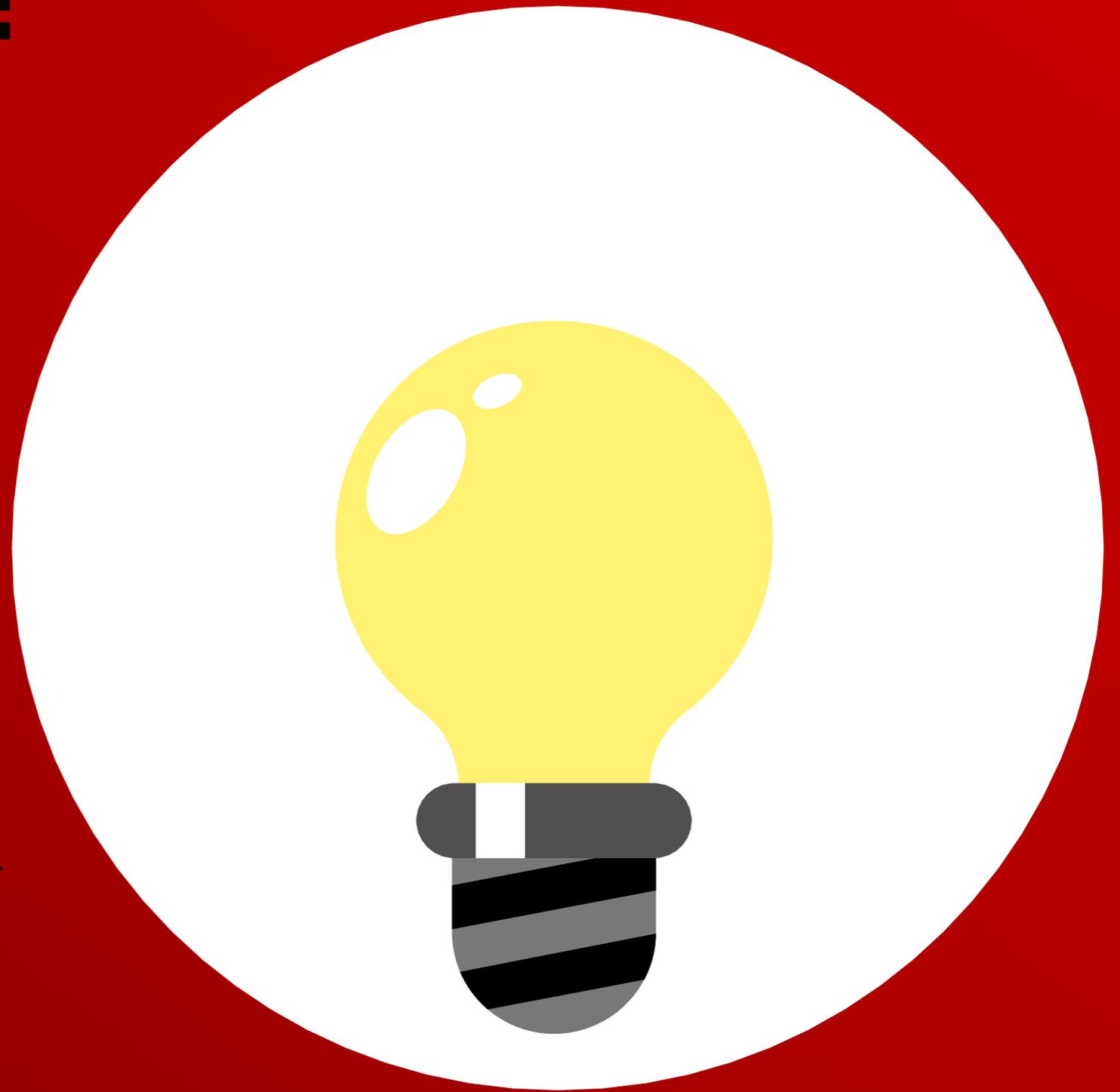
How can a scalpel in one state help save a patient in another?

How can a sensor the size of a nickel help stop food poisoning?



OUR MISSION:

"At Verizon, we have one mission: to give humans the ability to do more in this world."



FOCUS OF THIS TRAINING

ACQUIRE THE SKILLS TO EFFECTIVELY COACH TO VERIZON'S GOALS



How do I coach
difficult
employees?

What can I do to
improve morale
and productivity?

Where can I find
the best talent?

GROUP DISCUSSION

Simplify the approach to complex problems.





Houston Airport



Guam Brown Tree Snake



Silly String

EXPERIENTIAL LEARNING MODEL

“I DO AND I UNDERSTAND”- DAVID KOLB
PROCESS OF LEARNING THROUGH EXPERIENCE

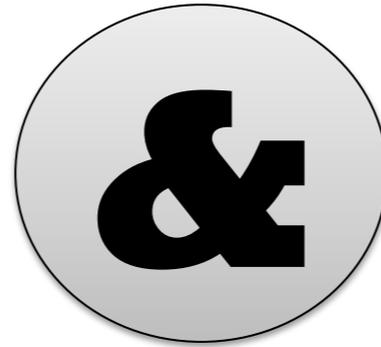
- Ever Changing Retail Environment
- Customer-centric
- Observations



DAVID KOLB'S THEORY OF EXPERIENTIAL LEARNING

- Aristotle Approach
- Cyclic Learning
- Reflection on tasks





EXPERIENTIAL LEARNING

Experience: Exercise

Lecturette: Providing information

Generalizability: Relevancy to other situations

Processing: Analysis of experience

Practice: Try it out

GAGNE-BRIGGS NINE EVENTS

Attention/Stimulation: Task with involvement, generate idea from prior knowledge

Reiterate Goal/Present Material: Useful restate objective, stimulus materials

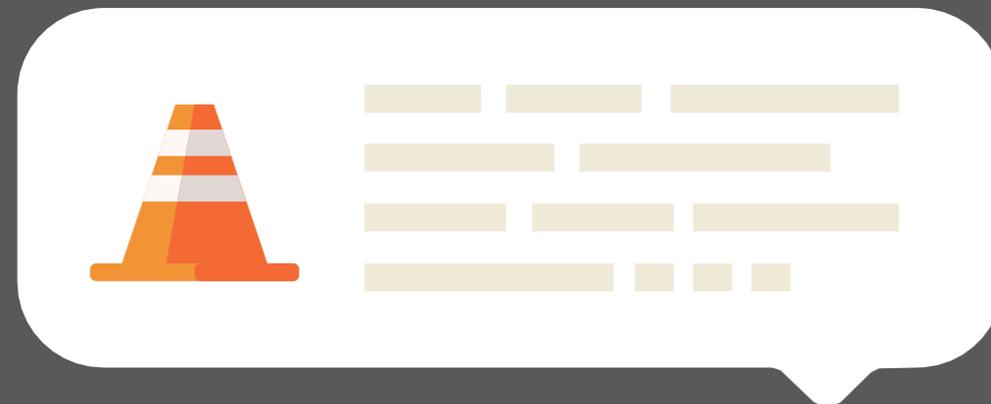
Provide Guidance: Experiences to tie back to learned, assess and feedback

Elicit Performance: Do new learning



Apply Coaching to
Goals of Verizon:

Be Reliable.



Be Profitable.

**Be Connected
to the World.**

WHAT ARE THE ABC'S
TO EFFECTIVELY COACH?

A

B

C

'S



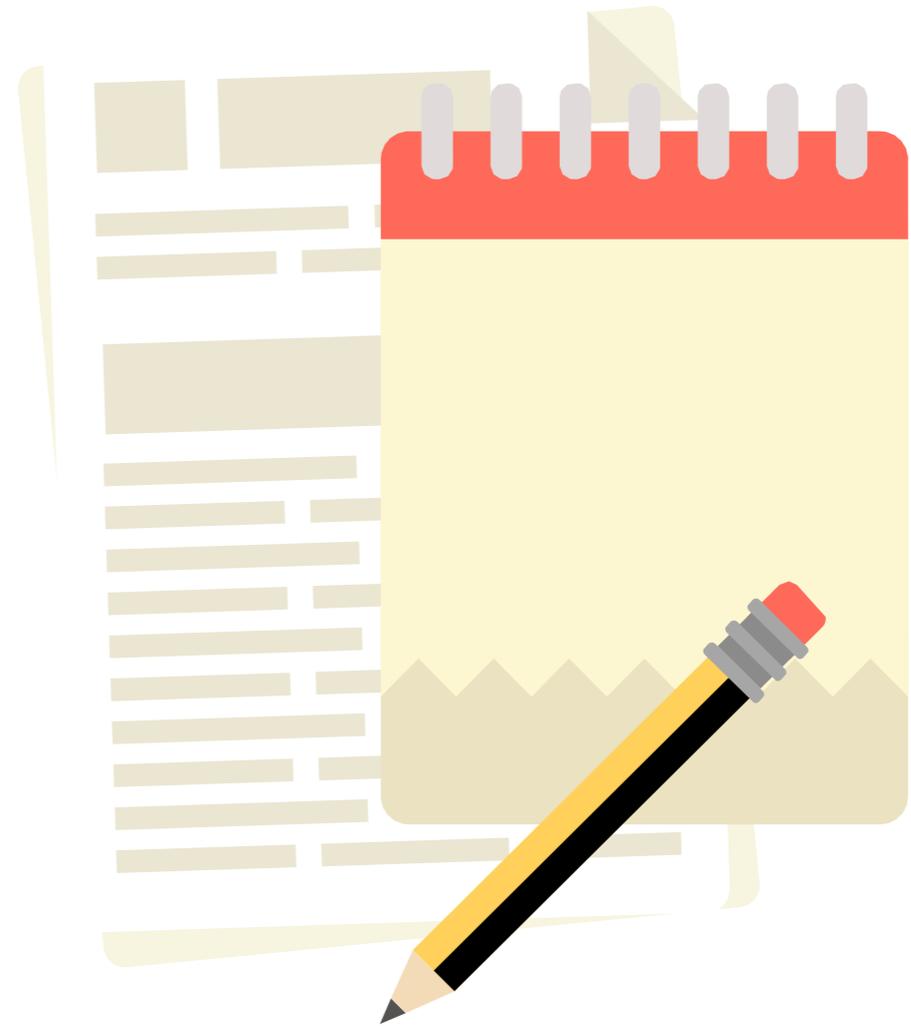
A

for Always Respect
Your Team Members

Best way to inspire and motivate others

Honest and
upfront
critique of
performance
without personal
attacks.

**State improved
behaviors or
performance
with specific
examples or
facts within
feedback.**



B

For Be Cognizant of
Your Own Emotions.

Bad days do not always
start as bad days.

How Your Attitude Affects Others:

Example of “Emotional IQ Meter”
Black Mirror: NoseDive Episode





C

**For Connect with
Your Team Members.**

**Face-to-face conversations resonate
more than text and emails.**

WHAT ARE THE DEF'S
TO EFFECTIVELY COACH?

D

E

F

'S



D

for Develop Your
Team Members

Team is strong as its strongest link. You.

What to say:

“Hi Marvens, I wanted to bring in on how we can improve on the way you have been communicating with your team. It is important as a team engage in teamwork. Let’s review on how I can help you with stay up to date.”



What not to say:

“Hey Marvens, something’s nothing adding up lately - your team told me you haven’t been doing your share of the project.”





E

**for Effective Goals
Team Members.**

It's smart to use SMART.

Goal Setting:

“Hey Craig, let’s make a list of tasks the will need to be complete by the deadline. I going to help you get there, what are some ways you complete the tasks before the date arrives?”





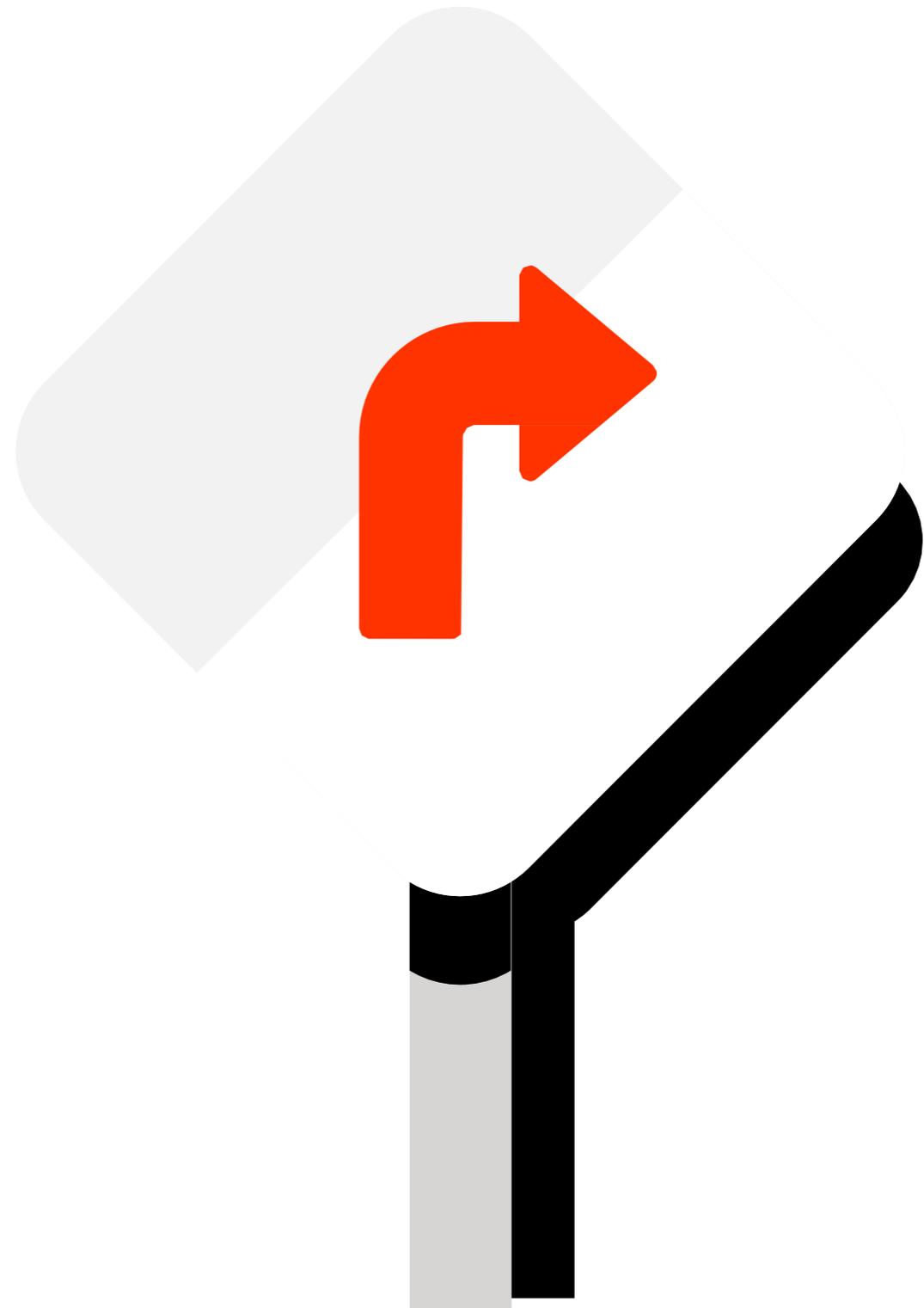
F

for reFlective on your
actions.

**Look at your team results and how can
you improve.**

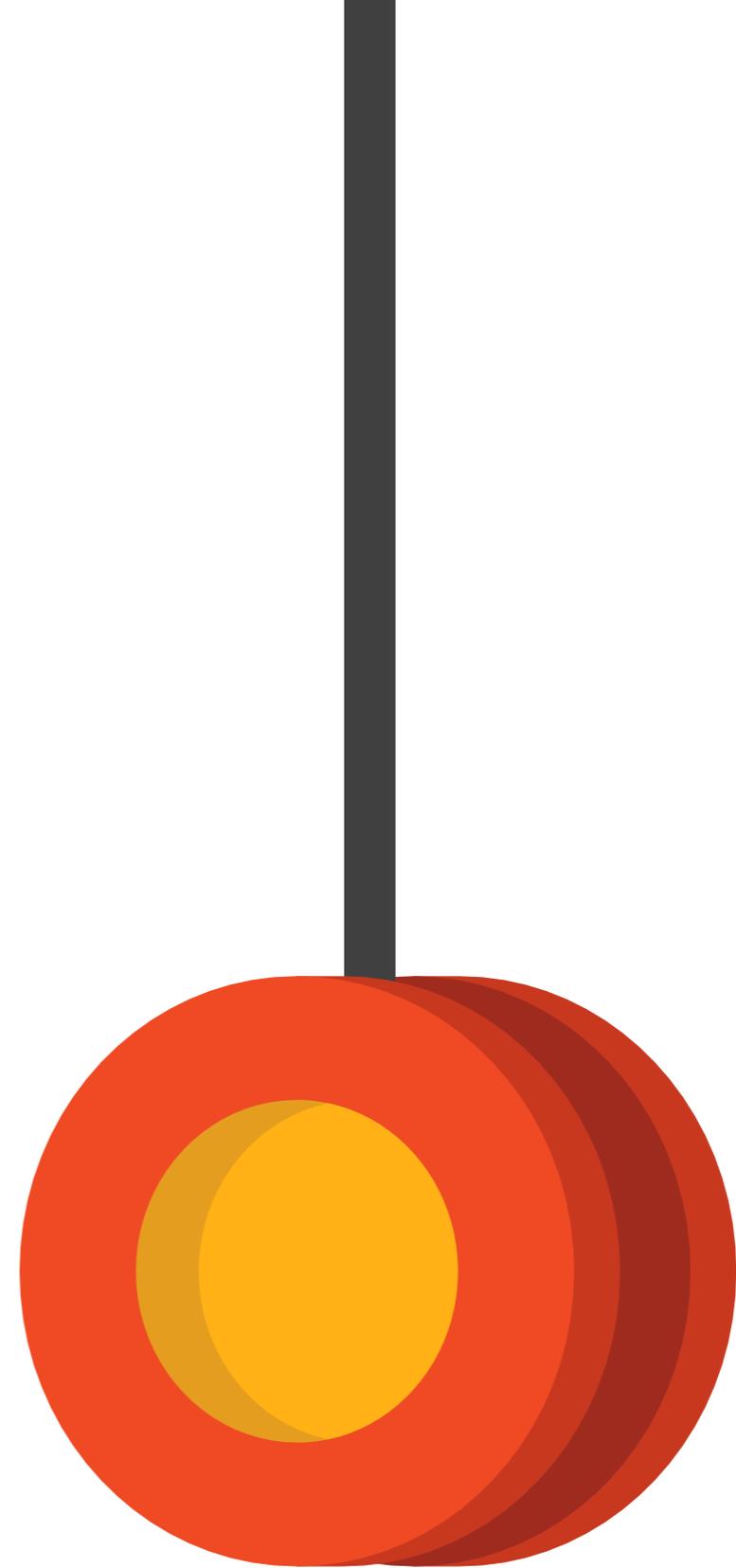
**Reflect on
how you
approach
your team
member.**

**Adjust if
needed to
be more
effective**



**“We all need
people who will
give us feedback.
That’s how we’ll
improve.”-**

Bill Gates



Feedback in form of questionnaire about training experience with Kahoot or SurveyMonkey to help train the trainer.

Follow up with results of training and measurable goals



SUMMARY:

- Experiential Learning
- Simplify Coaching
- Feedback is a Gift



REFERENCES

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<https://piktochart.com/blog/master-difficult-conversations>