

**Title:** The Practical Coach – Encouraging, Correcting and Challenging Your Team

**Production Company:** Media Partners

**Reorder Information:**

Media Partners

[www.MPCfilms.com](http://www.MPCfilms.com)

1-800-408-5657

**Length:** DVD (24 minutes) with Leader's Guide

**Synopsis:**

A coach is resembles a manager or a team leader in that they make others keep doing what they do well. Think about the ups and downs in your life. Having someone there for you that cared about you helped to turn you around. Those individuals that steered you in the correction direction make up your *Coach Line*. They may have been someone who knew you all your life or someone who you only encountered for a short time. If you get serious about being a coach, it could become the single most rewarding thing you do at work or even in life.

Coaching is the process of letting people know that what they do matters to you. There are three different ways and three different times to coach a team member. When you see someone doing:

1. Great Work
  - a. When you see it, say it
  - b. Be specific
2. Poor Work
  - a. Make it private and make it positive
  - b. Show you care
  - c. Ask questions
  - d. Offer simple, positive and practical advice
3. On A Dead End Road
  - a. Apply the 2 Minute Challenger

When you see a team member doing great work, say it and be specific. Never let good work go unnoticed. When you see a team member performing poor work, try to make it private and positive. Show that you care and ask questions. Offer simple, positive and practical advice. When a team member appears to be on a dead end road, such as routinely coming into work late, you need to turn them around or you are going to lose them. In this case, use The 2 Minute Challenge:

1. State what you've observed.
2. Wait for a response.
3. Remind them of the goal.
4. Ask for a specific solution.
5. Agree together.

Correcting bad habits can sometimes be difficult. Again, try to make it private and positive. Be gentle but still direct. Also, be aware of side tracks that your team member may throw at you and guide the conversation back on topic. Following these steps will help you become a better coach to your team members.