Date of Coaching

What is today’s date?

Who are you coaching today?

Before you get to the 1-on-1 specifics, remember to ask your employee how they are doing. Ask about their weekend, their family, or anything they are looking forward to. Building your relationship with team members is just as important as the guidance you'll provide during the coaching session. [Here's a list of questions to use for any conversation starter.](https://parade.com/969981/parade/conversation-starters/)

What has the employee done well recently?

It's important to begin coaching by starting off the conversation with something positive. It can be a simple as recognizing an employee's attitude or effort. It always helps to provide an example of their behavior.

What could they do better?

Is this employee meeting expectations? What can they improve on? Try to find one specific focus for the area of improvement. If you track performance with metrics, it is helpful to associate one with this focal point. This will help you track progress and provide guidance in future 1-on-1s.

How can I help them accomplish this improvement?

What can you (their team leader) do to help them improve. Can you share peer examples or best practices? Can you practice or role-play with them? Can you sit-in on one of their activities and provide support?

What is their commitment for improvement? Must be measurable.

It is extremely important to get the employee to make a measurable commitment for improvement. This can be a statistical improvement in a KPI or metric (5% better in Customer Effort Score). Or it could be a commitment to try something new (ex: open customer chats with the new power greeting).

Add a link

Want to attach a link to helpful content for easy reference? Just paste the link below.