



Moving From Boss to Coach

Presented by Joe Bertotto

Chief Culture Officer



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“Moving from Boss to Coach” discussed in this presentation is the current version with effective date of July 14, 2020.

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The Role Of A Coach

Coaching Defined: to instruct, guide or train.

The spirit of coaching is positive and inspirational.

A coach acts as a:

- **Sounding Board**
- **Facilitator**
- **Supporter**
- **Accountability Partner**

New Demands Of The Workplace

Past

Paycheck

Satisfaction

Annual Review

Weaknesses

Job

Boss

Present

Purpose

Development

On-going Conversations

Strengths

Life

Coach

*Source – Gallup

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How Work Works



How Much of Your Day do You Spend:

- Reviewing someone else's work?
- Solving a problem someone on the team should have?
- Taking work back and doing it yourself?

When To Coach

- **Development Discussions**
- **Important Projects or Discussions Looming**
- **Handling a Problem or Delicate Situation**
- **Correcting an Error**
- **Reviewing Excellent Work**

When Not To Coach

- **The Employee is a Novice with Limited Experience**
- **An Urgent Matter Arises and There is No Time for Discussion**
- **Something Must be Handled or Completed in a Specific Fashion with No Ability to Change It**

The Problem With Advice

- **Creates Dependency**
- **Your Way May Not Work for Me**
- **Your Way May Not Work at All**

Some Benefits Of Coaching

- **People Solve Their Own Problems and Become Self-Reliant**
- **People are More Likely to Own Their Solutions**
- **Learning is Occurring**
- **Self-Awareness Increases**

Coaching Process

- Coach
- Track
- Celebrate

The GROW Coaching Model

- **Goal** – what do you want to accomplish?
- **Reality** – where are you now?
- **Options** – what could you do?
- **Will** – what actions will you take?

*Source – Sir John Whitmore – Founder, Performance Consultants, International

GOAL

- **What problem do you need to solve?**
- **What's the real challenge for you now?**
- **What's the timeframe?**

REALITY

- **What have you done, tried or considered?**
- **Who is impacted?**
- **What has happened to get us to this point?**

OPTIONS

- **What possible solutions could you try?**
- **What do you think we should do? What else?**
- **What does a successful resolution look like?**

WILL

- **What actions are you going to take?**
- **When do you plan to take them? Who will be involved?**
- **How will you measure success?**

The Best Coaches

- **CARE**
 - Curious
 - Accepting
 - Resist Advising
 - Encouraging

PICK UP THE GUM WRAPPER



HOW TO CREATE A WORKPLACE
THAT INCREASES PERFORMANCE
WHILE IMPROVING LIVES

JOE BERTOTTO

Thank You

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