



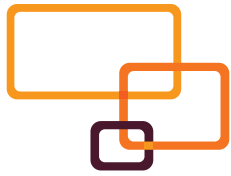
**PLEASE**

**SHUT UP!**



**kinetix**

| THE IDIOT-PROOF COACHING TOOL FOR MANAGERS |



# PLEASE SHUT UP

| THE IDIOT-PROOF COACHING TOOL FOR MANAGERS |

## WHY ARE WE ASKING YOU TO SHUT UP?

Because we care.

Because we believe that to be the best leader you can be, you need to be a fearless, bold, and effective coach on a daily basis.

Because we think the key to you being a great coach is to talk less – not more.

More often than not, you need to shut up. Telling isn't coaching.

Of course, being a great coach isn't that simple. **Here are 5 things we think you need to kick #@# in to be a great performance coach in your company:**

1. **A willingness to engage and coach daily as necessary**, with no avoidance that's embedded in most mortals. You have to be a superhero in this area. Don't delay, coach today.

2. **Effective use of the Idiot-Proof Coaching Tool** we're laying down with this whitepaper. We want you to mix in your own personality and style, but you have to stay true to the tool. That means shutting up from time to time and letting the employee take control of the conversation. More on this in a bit.

3. **You'll need the ability to deal with the 100 sidetracks that will be thrown your way** as you coach your team members. Pesky things, those employees – they don't always make it easy on you. They try to throw you off your game – sometimes on purpose, sometimes not.

4. **No pass-throughs:** If you want to be a superhero coach, you won't be able to complain about the company or the department head you work for (which is what we define as the pass-through). You'll need to own it when you ask for more performance as the leader of your team and link company strategy with the career goals of the team member. Simply put, you can't blame others when you're asking for improvement – you have to own it.

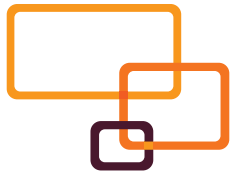
5. **You have to continuously migrate team members up the performance chart via your coaching over time.** Bad to good, good to great, you move them. You're a coach. That's what you're paid to do as a manager of people.

Like everything else in your role as a manager, it's not easy. You can have strong knowledge of how to coach, then that one nasty variable - the other person - can blow your game to smithereens...

We're here to help you with that. Let's get started.

*We want you to mix in your own personality and style, but you have to stay true to the tool. That means shutting up from time to time and letting the employee take control of the situation.*





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## WHAT THE #\$%#\$ IS COACHING?

Coaching has a lot of definitions. There's the sports version, the squishy life coach version (breathe through your eyelids for greater life satisfaction, please) and probably three or four other definitions that we don't have time to cover here.

Our definition of coaching for managers is simple.

Check it out:

**Coaching** is dialogue between a manager and their employee on any component of performance in need of a tweak. Coaching generally focuses on variance from what is needed. You see/hear/feel something that's not right, you need to coach – on the spot. You don't wait, you do it then.

The “**Coaching Moment**” is designed to modify what needs adjustment. It's not formal in nature, and has no ramifications. No one's pay is at risk of being adjusted because of what you say in a single session. That makes the essence of coaching communication, not any type of formal action or threat of formal action. You don't put it on paper. Its vapor baby, and it's designed to get what you need and build two-way trust at the same time. And it should happen every day. Seriously...Every...Single...Day

*Confrontation Sucks. As humans, we hate to confront others. If you're uncomfortable with the confrontation and are unsure how to get into the conversation, the first thing you'll do is avoid having it.*

## WHY DON'T WE COACH MORE THAN WE DO?

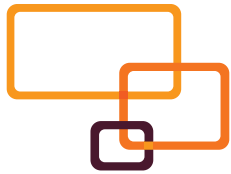
Simple. **Confrontation sucks.** As humans, we hate to confront others. If you're uncomfortable with confrontation and aren't sure how to get into the conversation, the first thing you'll do is avoid having it. We also avoid coaching conversations because we don't want to rock the boat. We just want the person to get the work done without drama. Coaching feels like drama to most.

We feel your pain. But you're still responsible as a manager.

## ENTER: THE 2-MINUTE IDIOT-PROOF COACHING TOOL FOR MANAGERS

Our idiot-proof coaching tool for managers is simple. In most cases, the tool can be used in 2 minutes and by getting comfortable with the steps of the tool, you'll avoid confrontation less and be more of a coach. Without being a knuckle-cracker. It's an idiot-proof way to get into coaching conversations, and if you put it to memory and practice, you'll be in the top 5% of managers related to coaching skills and outcomes.





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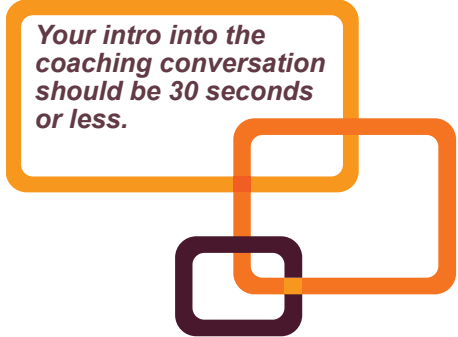
## THE 6 SIMPLE STEPS OF THE IDIOT-PROOF COACHING TOOL FOR MANAGERS

By now you're thinking, "The title of this had *shut up* in it. Why don't you shut up and just show me the tool already."

Because it's our whitepaper. But we digress. You want to see how to coach?

The tool is uber-simple to understand. The 6 steps of the Idiot-proof coaching tool are as follows:

1. **State** – What specifically you have observed (or that the technology has observed)
2. **Wait for a Response**
3. **Remind them of the Goals** within the area in question
4. **Ask Questions**
5. **Agree Together**
6. **Close Upbeat!**



*Your intro into the coaching conversation should be 30 seconds or less.*

Boom. That's it. There's a lot of stuff embedded in those 6 steps and still more you have to be ready for, but this tool is so simple—You might actually use it.

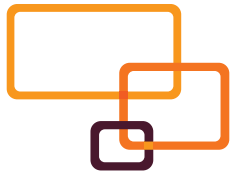
## HERE ARE THE CLIFF NOTES ON EACH STEP OF THE 6-STEP COACHING TOOL:

**Step #1 – State What You Have Observed.** Clearly and briefly state what you have observed (or what has been observed by technology/a third party). How do you do this? **Give at least one brief example** to reinforce the trend you are focusing on. Be sure to rehearse what you're going to say, because practice is a key component of effectiveness in this step. But you have to do this part quickly – you've got a **30-second time limit in this step!** Get In and get out!

**Step #2 – Wait For a Response.** After delivering your observation, **stop talking and wait for a response.** In other words, **shut up.** This step can be the toughest, especially with a quiet team member, but you don't want to **bail the team member out** – you'll limit the effectiveness of your session and your ongoing coaching relationship. Just stop talking and force them to respond.

Be prepared – you may have to step in and help the team member with a "bridge" if he/she doesn't respond, but silence is key after delivering your observation. The only way to get true buy-in from the employee in question is to let them participate in the conversation.





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**Step #3 – Remind Them Of The Goal.** Once the team member has responded, **be ready to remind them of the goals in the coaching area you are focused on.** Rehearsal is key here – don't neglect your pre-coaching preparation. Focus not only on the goals for the team member, but how those goals are aligned with the overall goals of your company.

**Step #4 – Ask Questions and Brainstorm.** Asking questions is the second round of team member participation in the coaching process (**Example** – “What can you do differently moving forward to better meet the goal?”). These types of questions invite team members to brainstorm, and **follow-up questions are usually necessary.** It would be great to simply tell the team member what we need them to do (and that's what most managers do) but research shows that approach is terrible and does not provoke behavioral change.

*Brainstorming with the team member maximizes buy-in.*

**Step #5 – Agree Together.** This is a **Closing Statement** on what you agree to moving forward. Another way to think about this step is a “**summary delivered by the manager**” (Example: “So, we agree moving forward that you are going to...”). **You're going for closure and seeking agreement** from the team member, regarding the change that you need in this step. The team member needs to be in agreement with the summary delivered and provide you with confirmation before you continue coaching.

**Step #6 – Close Upbeat!** Effective coaches tell team members that they can do it – even if they're not sure. Closing on a positive note is a great way to transition from the agreement in step #5, and is more focused on the soft side. What does your soft close sound like? Great coaches sell the fact that they believe the person can raise their game and meet the requirement. It's also the place where great coaches actually get discretionary effort, which is effort that team members don't have to give, **but do** because you've motivated them and they trust you.

## WE JUST CHANGED YOUR WORLD WITH SIMPLICITY

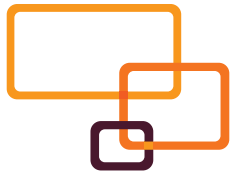
We know – it seems too easy. Those are the 6 simple steps of the idiot-proof coaching tool for managers. It's so effective you can be in and out of a coaching conversation in 2 minutes. For real.

Memorize the format as a manager and you'll have what you need to coach your team on a daily basis for the rest of your career. Implement the 6-step tool as a HR leader or Talent Management pro, and the managers in your organization might actually start coaching their direct reports.

Give us a shout if you need help getting training materials ramped up or a train the trainer going in your shop.

Live it. Learn it. Know it.





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## ABOUT THE AUTHORS

**Kinetix is a recruitment process outsourcing (RPO) firm for growth companies.** We exist to help you become the biggest thing that ever walked the planet. Your company is good at what you do – and you know it. But you also know you can't hire good people fast enough to keep up with your growth.

**And that's what we do.** You've got the product or service. We'll bring you the people. Our clients never need to worry that their growth will be slowed by an inability to acquire and retain the best talent.

**Kinetix is different because we include HR Consulting hours with every RPO engagement we do.** We can help your company's managers become better interviewers, and we can show you how to eliminate bad hires by securing brains/behavior/processing speed data on every candidate through our Talent DNA program.

We don't just slam candidates to you. **We help your organization learn how to determine who the best candidate is for the job.** For real.

What a concept, right? **Visit our website** and learn more about **what we do** and **how we do it.** **Check out the profiles of what makes our team tick.** If you want to keep growing, you've come to the right place.

**Call us today at 770.390.8370 to kick it around and learn more about how we can help you look like a star.**

