

PLAYER-COACH LEADERSHIP

FIVE STEPS OF THE SUCCESSFUL COACHING PROCESS

Coaching is a process, not an event. When coaching occurs at any level of the organization, these five coaching steps will help everyone to succeed. This process needs to become second nature to everyone in the organization.

1. Mutually define the expectations of success
2. Obtain acknowledgement of single-source responsibility for results
3. Define how this task fits into the big picture
4. Develop front-end contingency plans
5. Establish life-lines and support

When these steps are combined with The Cycle of Quality Performance we can make major strides to improve performance and create a winning team.

The Cycle of Quality Performance is:

>> Plan >> Perform >> Measure >> Evaluate >> Correct >>