



Training & Development, Inc.

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The Coach Equation

Solutions for the performance puzzle

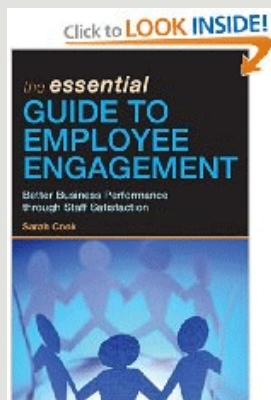
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This article has 499 words and should take 3 minutes or less to read.

A small price for knowledge!

Suggested Reading...



The Essential Guide to Employee Engagement: Better Business Performance Through Staff Satisfaction (Paperback) by sarah cook

Engagement - You and the Team

A recent research report emphasized that the issues that face every organization are productivity and employee engagement. The commitment and involvement that people feel toward their company has an influence on productivity. So with the emphasis on engagement, how well are you doing?

There are two key areas that are vitally important for developing effective working relationships with employees and resolving conflicts.

One: be willing to collaborate. Show that you value new ideas and ways to accomplish work goals.

Two: be open to two-way communication to develop a plan to improve job performance.

Both are factors in setting goals and clear expectations. Enlisting the other person's participation and engaging them in a collaborative strategy by finding out what he or she thinks, feels, and wants. The focus is not you - it is the other person!

Many managers assume they know best and their day to day interactions with team members are at best controlling rather than engaging. One reason might be that they need to keep a tight lid on encounters that may go in unpredictable directions.. They forgo open communication and collaboration in an effort to avoid feelings of anger or disappointment that may result from a difficult conversation.

It's not necessary to be a counselor or a psychiatrist in order to engage. Here are some communication behaviors that reflect a true interest in engaging others and fostering collaboration.

- Do you check for readiness to have the conversation?
- Do you obtain the other's point of view before stating your own?
- Do you acknowledge feelings - yours and theirs in a professional and comfortable manner?
- Do you allow time for others to vent?
- Do you solicit ideas?

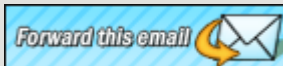
Upcoming Classes

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March 23
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to colleagues you know
who'd benefit from either
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- Do you ask questions to fully understand?
- Do you check for misunderstandings?
- Do you hold a give and take constructive conversation?

No matter what your answers are to the questions above, we ask that you take one area and focus your efforts to hold more engaging conversations. Ask more questions. Listen more intently. Listen empathetically. Become interested in learning from others so that you are engaged. Demonstrate communication behaviors that will enhance collaborative relationships. The result will be people who feel engaged in their work and with the organization.

Sherry Greenleaf

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Seeds for change:

"If there is any one secret of success, it lies in the ability to get the other person's point of view and see things from that person's angle as well as from your own."

--Henry Ford

"It's surprising how many persons go through life without ever recognizing that their feelings toward other people are largely determined by their feelings toward themselves, and if you're not comfortable within yourself, you can't be comfortable with others."

--Sydney J. Harris

"If you wish to know the mind of a man, listen to his words."

--Chinese Proverb