COACHING

ARE YOU AN EFFECTIVE COACH?

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OBJECTIVES

• TO GAIN AN UNDERSTANDING OF COACHING
• TO UNDERSTAND WHEN TO USE COACHING
• TO BE ABLE TO IDENTIFY IF YOU ARE AN EFFECTIVE COACH
WHAT IS COACHING?

COACHING IS A PROCESS THAT INVOLVES TEACHING ADULTS HOW TO DO A TASK AND ENCOURAGING THEM TO CONTINUE TO DO IT. THE DIRECTOR, MANAGERS AND VETERAN FOODSERVICE ASSISTANTS ALL PLAY THE ROLE OF COACH FOR THE SCHOOL NUTRITION ASSISTANTS.

COACHING IS ONE OF THE MOST EFFECTING TEACHING METHODS USED TO HELP PEOPLE LEARN NEW INFORMATION AND SKILLS. IT TEACHES THE PERSON HOW TO DO SOMETHING AND ENCOURAGES THEM TO DO IT.
WHEN TO USE COACHING

- ORIENT NEW EMPLOYEES
- TRAIN NEW EMPLOYEES ON THE DUTIES OF THEIR JOB
- TEACH A NEW JOB OR CROSS-TRAIN STAFF
- MAKE CHANGES IN HOW AN EMPLOYEE PERFORMS A TASK
- HELP STAFF SET TASK PRIORITIES
- BUILD SELF CONFIDENCE
- PROVIDE REINFORCEMENT
- HELP UNDERSTANDING OF WHY A JOB IS PERFORMED A CERTAIN WAY
FOUR RULES OF EFFECTIVE COACHING

• THE SUCCESS OF THE MANAGER DEPENDS ON THE SUCCESS OF THE EMPLOYEES.

• MANAGERS HAVE TO DO AND SAY THE RIGHT THINGS.

• A MANAGER’S JOB IS TO USE THE EMPLOYEE’S TIME EFFECTIVELY.

• IF YOU EXPECT PEOPLE TO GET THE JOB DONE, THEY USUALLY WILL.
USED METHOD OF COACHING

- UNDERSTANDING
- SHOWING
- EXPERIENCING
- DOING
UNDERSTANDING

• FIND OUT WHAT IS KNOWN.

• EXPLAIN WHAT NEEDS TO BE DONE—GIVE A BRIEF OVERVIEW.
SHOWING

• MODEL THE TASK UNDER THE SAME CONDITIONS THE EMPLOYEE WILL BE WORKING
• DEMONSTRATE EACH STEP WHILE GIVING THE REASONS WHY
• HAVE THE PARTICIPANT TELL YOU WHAT WAS DONE
EXPERIENCING

• HAVE THE PARTICIPANT PRACTICE WHAT WAS MODELED
• ASK QUESTIONS TO ENSURE UNDERSTANDING
• GIVE FEEDBACK DURING AND AFTER THE TASK
DOING

- Allow time and space for the employee to do the task
- Give encouragement and feedback while the task is new
- If the employee has problems, ask questions to guide through the task
POSITIVE FEEDBACK

• DESCRIBES POSITIVE BEHAVIOR

• EXPLAINS IMPACT

• COMMUNICATES CLEARLY WHAT IS EFFECTIVE

• GIVES RECOGNITION AND PRAISE WHENEVER IT IS EARNED.
ARE YOU AN EFFECTIVE COACH?

ACTIVITY

• Do you show employees the correct way to do a task and allow time to practice?

• Are your directions clear and concise enough for the employees to understand?

• Do you provide effective feedback on tasks performed?

• Do you give encouragement during task practice?

• Do you encourage employees to achieve the desired result?
QUESTIONS?