

HR Tips from Express



Coaching Employees

The number one reason employees quit their jobs is because of their direct managers. As a manager, you can increase retention and improve employee performance by improving your coaching skills. As your local employment professionals, Express Personnel Services can help you handle this and other HR issues. Contact us today for more information.

Coaching vs. Training

Employee coaching is the on-going process of helping employees identify and overcome obstacles that prevent them from succeeding at their jobs. Managers who use coaching are able to help employees unlock their potential by providing constant direction and encouragement while setting high standards and expectations. Coaching should not be confused with training since training is limited to the specific knowledge and tools employees need to perform their jobs.

Decision Making

Unlike the old command and control mindset, you don't need to have all the answers all the time when coaching employees. Instead, you will want to engage your team in the decision-making process. By always providing the answers, managers take away the learning opportunity for their employees. By empowering your employees to make decisions, you are encouraging ownership and engagement from the rest of the team. The more you invite others into the decision-making process, the more satisfied and engaged they will be.

Providing Feedback

An important role of the manager-coach is giving feedback. Instead of pointing out mistakes, managers should view them as learning opportunities and use them to further develop their employees. Create an environment where it is okay to make mistakes as long as employees are growing and improving. When employees are fearful of making mistakes they stop taking risks and become more dependent on management for answers.

Measuring Employee Results

Before you can effectively coach employees you must ensure that they are properly trained and know what is expected of them.

It is useless to coach employees who don't know what is expected of them or know how their performance is being measured. The best place to start is by making sure all employees have clear job descriptions and understand their goals. Then, make sure they receive the proper training and tools to perform their jobs. Once your employees understand their roles and receive the tools they need, they are ready to be coached. This comes in the form of on-going, frequent feedback in addition to formal performance reviews.