

Micro Coaching, Macro Results: Coaching Moments that Transform Teams

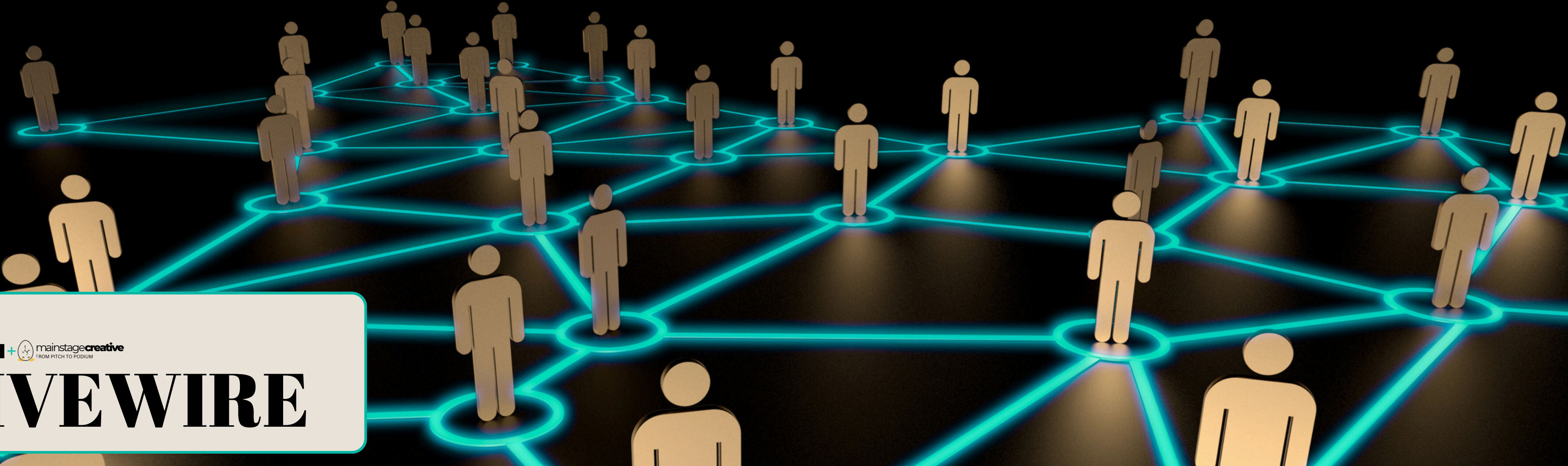
presented by



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Welcome and Intro's!

“In property management, we do not usually get long windows to coach. So if we are going to build stronger teams, we have to get better at using the moments we already have.”

Let's look at the data AND talk about the power of even small moments!

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The Power of Micro-Coaching

No More Accidental Bosses, and Guaranteed Performance!

Let's break through the mystique of "coaching." The property management career path is changing, there is no option but to coach your people.

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Micro-Coaching

What is micro-coaching: key principles and benefits.

Statistics overwhelmingly prove out that:

- *Employees want more feedback.*
- *Employees who receive more frequent feedback are much more engaged.*





Find Your Moment

Let's tackle the reasons why coaching is not being delivered.

Don't delay if you have a powerful message to deliver.

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The Career Path is Changing

Start conversations early: Where would you like to go?

Goal: No More Accidental Bosses

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Practical Coaching Techniques

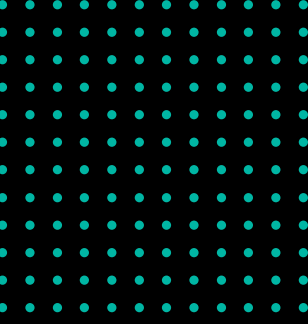
Coaching Unlocks Potential

Coaching Involves Asking Thought-Provoking Questions.

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Coaching Techniques

- **Leverage current tools at your company.**
- **Coaching can occur in short meetings, becoming part of the culture.**
- **One framework is the GROW coaching method.**

Goal (What do you want to achieve?)

Reality (Where are you now?)

Options (What could you do?)

Will/Way Forward (What will you do?)

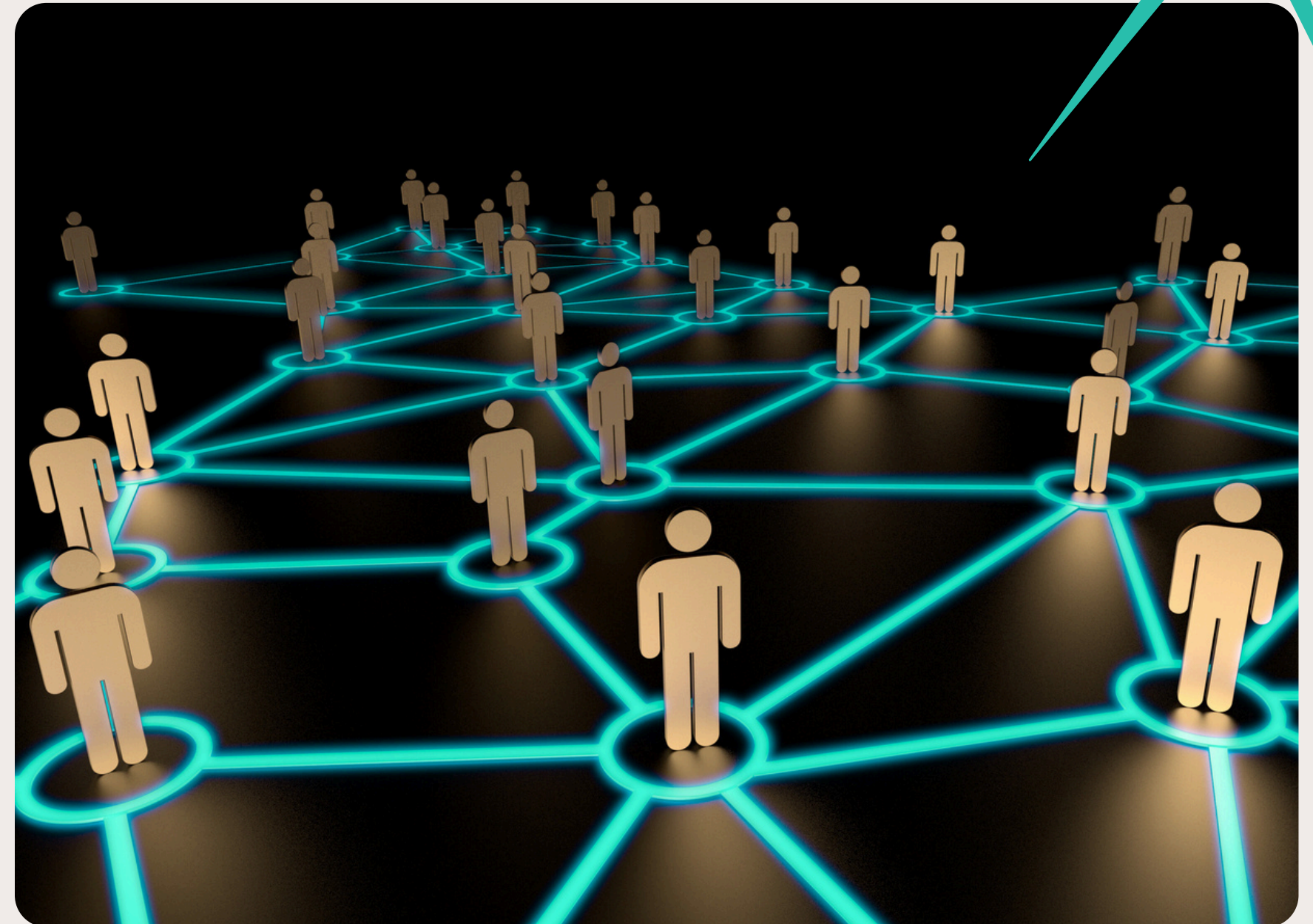
What do you want =
Goal Line Coaching

Values and Beliefs =
Soul Line Coaching

The Coaching Habit



1. What's on your mind?
2. And what else? (The AWE Question)
3. What's the real challenge here for you?
4. What do you want?
5. How can I help?
6. If you're saying yes to this, what are you saying no to?
7. What was most useful/resourceful for you?



AUDIENCE POLL!

On a scale of 1-10, how confident are you in asking effective coaching questions with your team?

(1 = not confident yet,
10 = very confident)



Overcoming Common Coaching Challenges

Acknowledge the Challenges and Embrace Workable Solutions

Diligent Efforts at Coaching Very Quickly Change Culture in a Positive Way



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There are many reasons we shy away from Coaching Conversations.

- Fear of conflict (don't want the tension)
- Lack of skill (how do I deliver feedback?)
- Time pressure (where on schedule?)
- Comfort with status quo (we're good!)
- Unclear expectations (what is good performance, really??)
- Avoiding documentation (HR? Eek!)
- Lack of Accountability (not getting it from my boss, so...)

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Quick Strategies to Normalize Coaching and Accountability

Give supervisors a basic feedback formula: What, Why, Next.

Build coaching into existing rhythms

Define good performance

ACTUALLY follow up

Normalize feedback (it doesn't have to be an event)

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Let's shift and leave behind the Gotcha visit.

Start each visit with a “what are we seeing” huddle

Have the team “self-assess” before the walk (admit shortcomings)

Have a live recap with the whole team, have a REAL conversation.

Try to remove obstacles, and support efforts.

**there has to be follow-up.*

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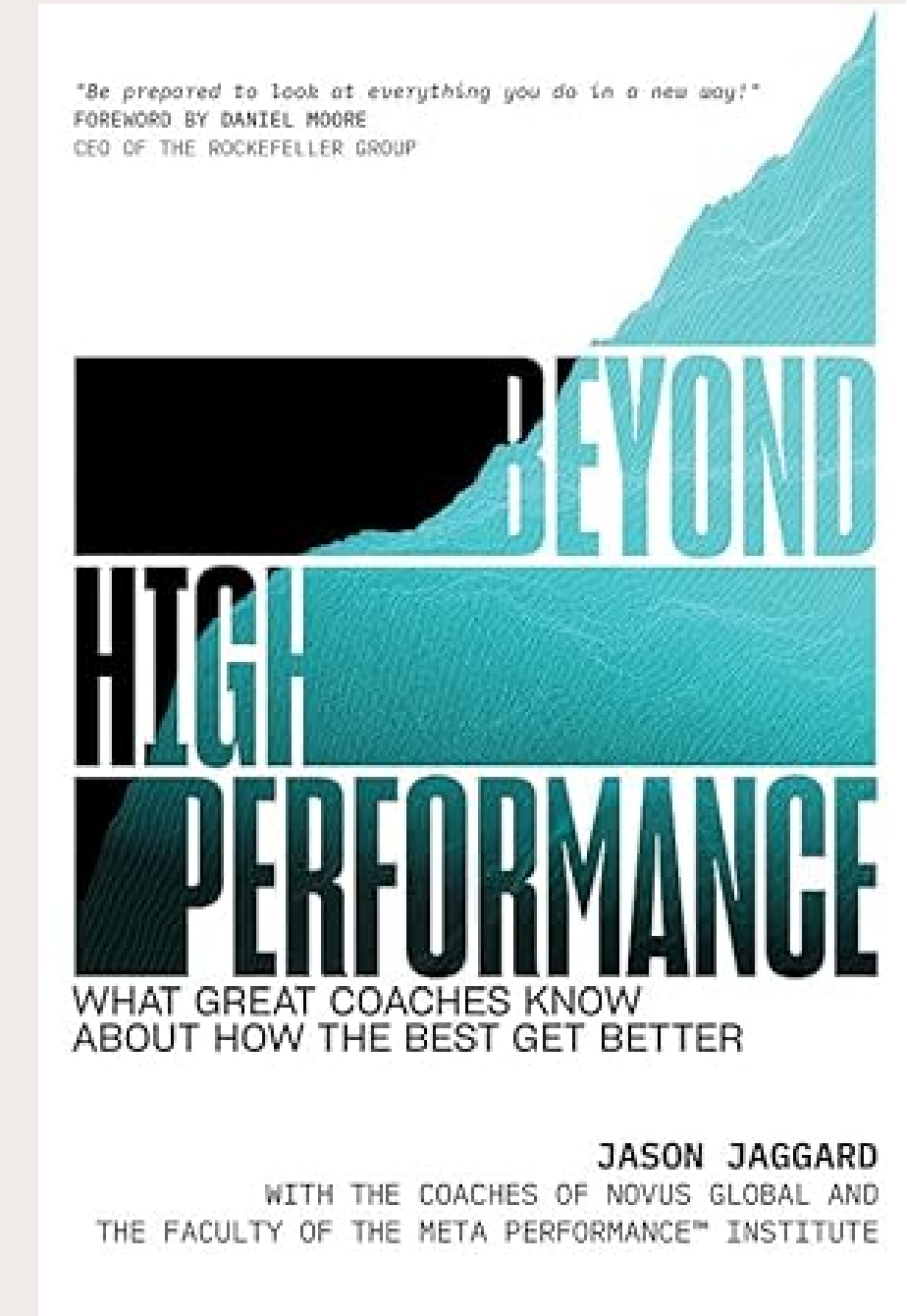
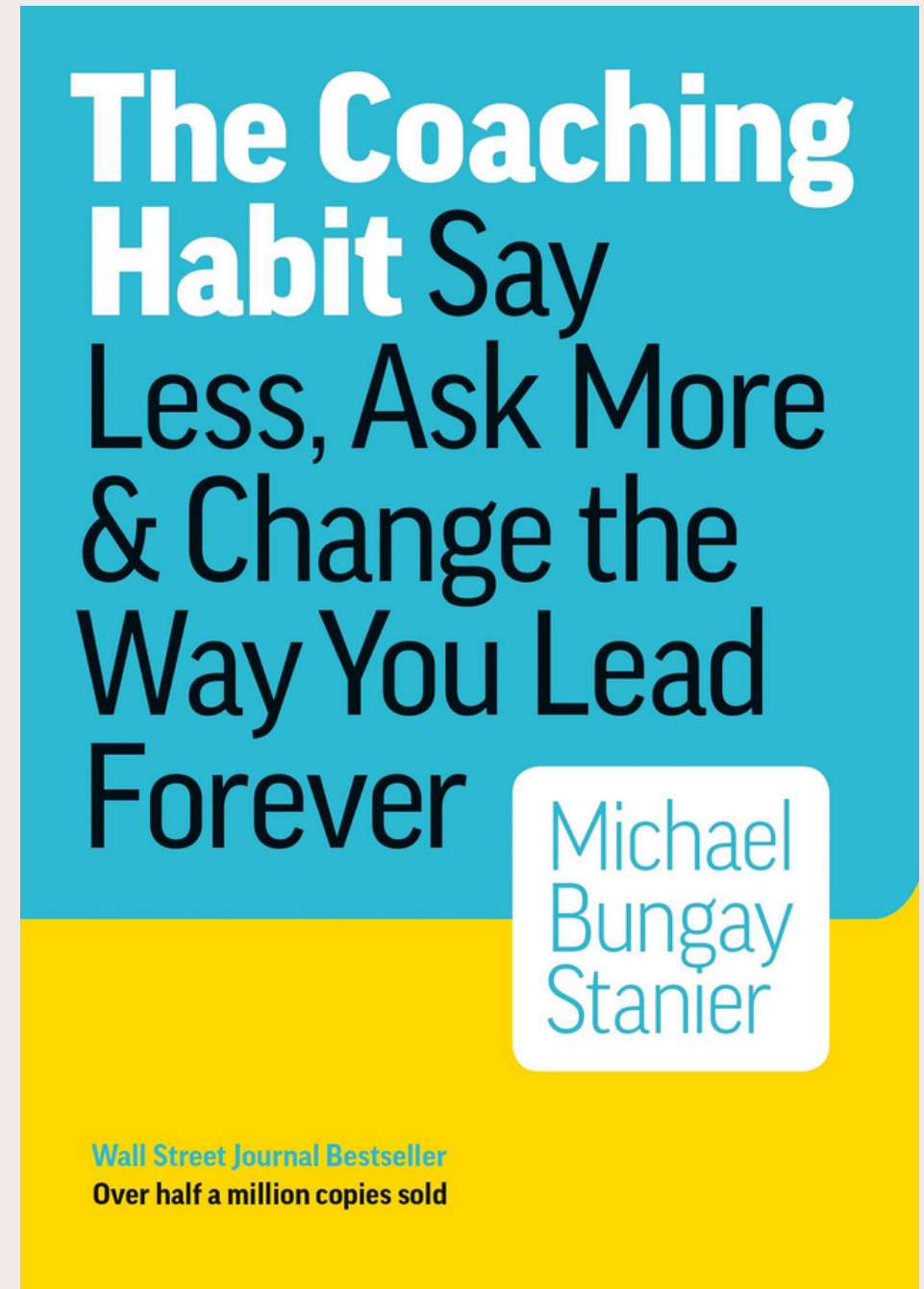
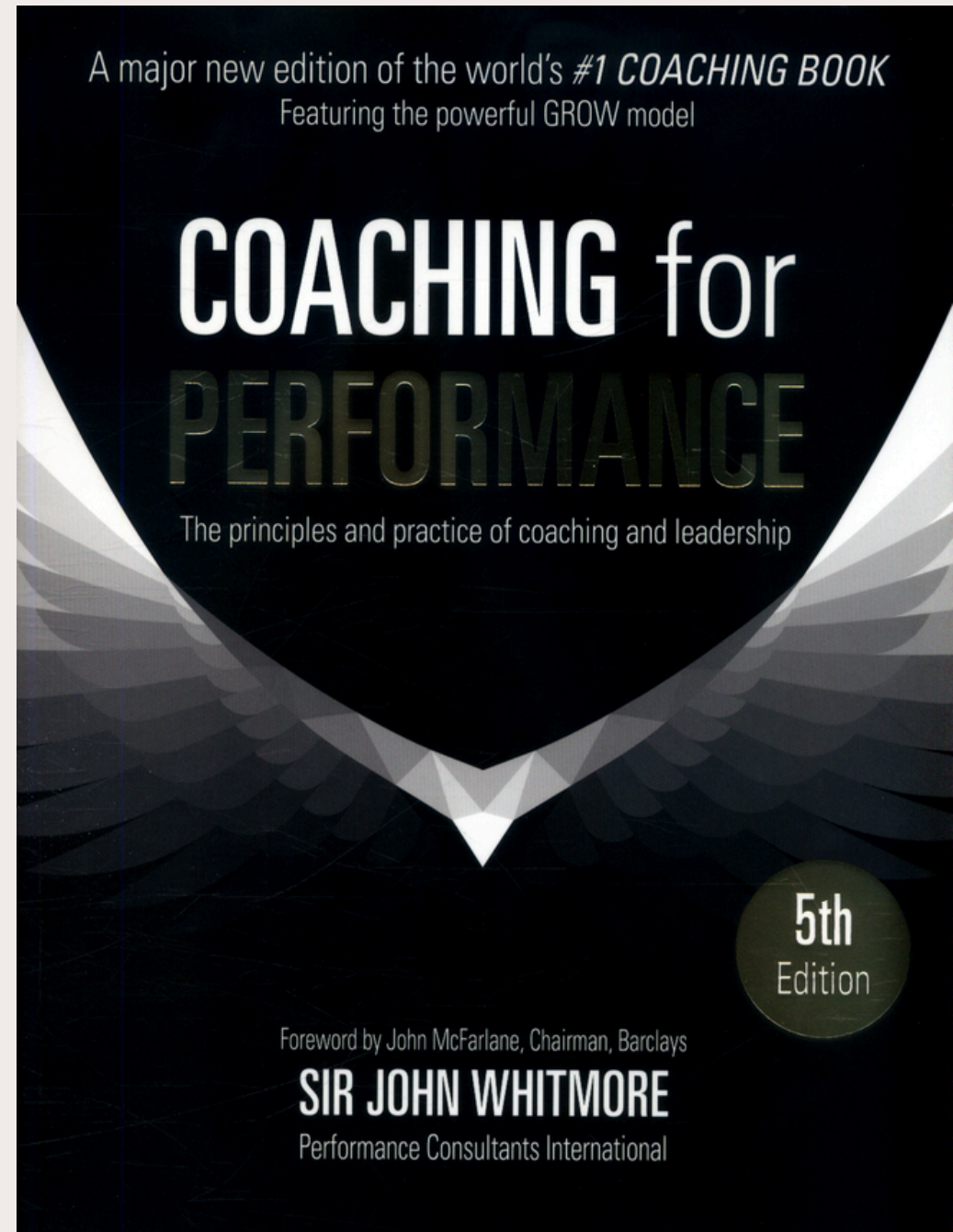
Building a Coaching Culture

- Be transparent
- Expand coaching beyond formal training
- Encourage team members at all levels to embrace the coaching framework and language
- Create intentional opportunities to lift the weights of coaching (peer-to-peer coaching, coaching pods, coaching power hours)



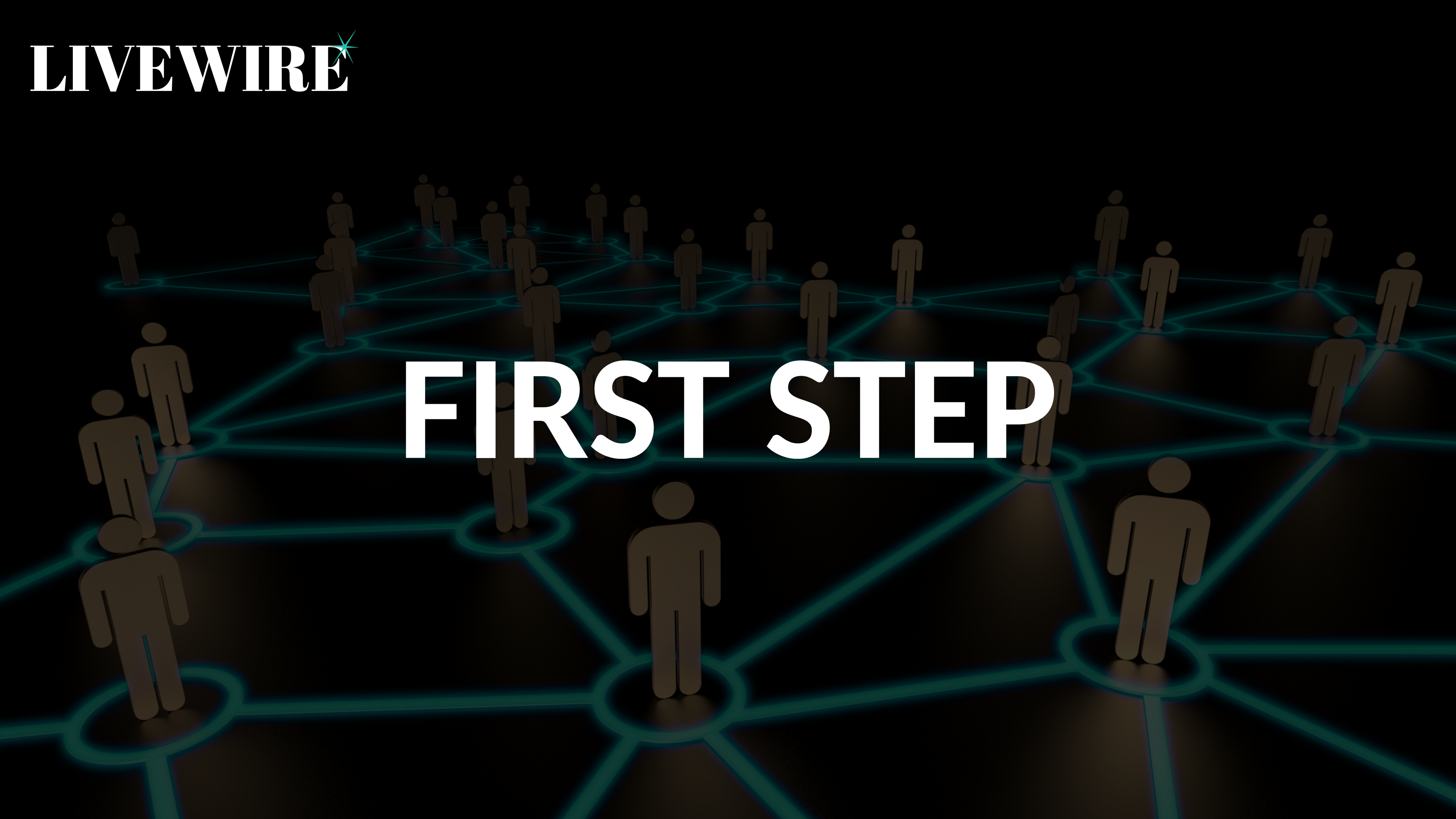


Coaching Resources



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FIRST STEP





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