

## Coaching opportunities

Use coaching to help your staff think about what they are doing, build skills and confidence, and learn from mistakes. You can use coaching before someone sets off to do their job, while they are doing their job or after they have finished. Here are some examples of how coaching not only helps your staff, but also saves you time and money.

Before	During	After
<p>Once you have explained a job to someone, you can hope they do it right, or accept that a head nod means they understand. Instead, you could use coaching questions to get them thinking and give you more confidence that they do understand.</p>	<p>Take time to show genuine interest in your people. By asking coaching questions to get feedback, find out how they are doing and identify any potential problems. Show people you notice when they are doing well, rather than just focusing on problems.</p>	<p>When someone has finished a job, or at the end of a working day, help them feel proud of what they have achieved and motivate them to continue doing a good job. When mistakes happen, your approach should help people learn rather than seek to blame.</p>
<p><b>Coaching questions:</b></p> <ul style="list-style-type: none"> <li>• What is your plan for the day?</li> <li>• How will you update me on progress?</li> <li>• What do you think needs to be done first?</li> <li>• How will you make sure you hit that 2pm deadline?</li> <li>• If we miss that deadline, how will that affect the rest of the team?</li> </ul>	<p><b>Coaching questions:</b></p> <ul style="list-style-type: none"> <li>• How is it going?</li> <li>• What's gone well so far today?</li> <li>• How are we doing against those targets we agreed earlier?</li> <li>• What is left to do?</li> <li>• What can I do to help?</li> </ul>	<p><b>Coaching questions:</b></p> <ul style="list-style-type: none"> <li>• What's gone well?</li> <li>• What could have gone better?</li> <li>• What do we need to change or improve?</li> <li>• How do you think we could prevent that happening again?</li> <li>• Why do you think we had such a good day today?</li> </ul>
<p><b>Benefits:</b></p> <ul style="list-style-type: none"> <li>• If they don't understand, you can do something about it before they start the job</li> <li>• Gets people thinking about the benefits and consequences of what they are doing</li> </ul>	<p><b>Benefits:</b></p> <ul style="list-style-type: none"> <li>• Builds trust, leading to more constructive conversations as people genuinely feel valued</li> <li>• You learn more about your people, what makes them tick and how to get the best out of them</li> <li>• Problems are nipped in the bud before they escalate and steal your time or cost you money.</li> </ul>	<p><b>Benefits:</b></p> <ul style="list-style-type: none"> <li>• People are more motivated, feel proud of doing a good job and can celebrate their success</li> <li>• People feel confident to talk about mistakes rather than hiding them until they become a bigger and more costly problem</li> <li>• More ideas are generated to solve problems</li> </ul>

Produced for you by:

**AHDB**  
Stoneleigh Park  
Kenilworth  
Warwickshire  
CV8 2TL

**T** 024 7669 2051  
**E** [comms@ahdb.org.uk](mailto:comms@ahdb.org.uk)  
**W** [ahdb.org.uk](http://ahdb.org.uk)



If you no longer wish to receive this information, please email us on [comms@ahdb.org.uk](mailto:comms@ahdb.org.uk)

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