

The Experience Effect Coaching

Creating the Motivating Environment

Most people falsely believe they can motivate others. Rather, motivation is internal and a personal choice. What the coaching team can do in regard to employee motivation is *create a motivating environment*. The rest is the responsibility of the employee.

This session introduces all the coaching behaviors involved in creating a motivating environment. Managers will walk out of this session prepared to get more out of their team as long as they use the skills consistently and effectively. Creating a motivating environment is not about being a cheerleader. It's about using effective coaching skills and behaviors that create an environment where employees thrive.

Creating a motivating environment sets the foundation for all other sessions. Its content is designed to allow managers to begin to see their coaching potential and then enable them to practice a few critical coaching skills in a non-threatening manner once they are back on the job. The session is highly interactive and will translate into an immediate and noticeable difference within your credit union.

The topics of this session include, but are not limited to:

- Understand the difference between a coaching mentality and management mentality
- Develop clear expectations
- Reinforce behaviors of employees that meet discussed expectations
- Recognize the importance of effective communication
- Discover a way to reduce turnover while focusing on keeping and motivating existing employees

This session is typically met with positive attitudes from the coaching team. It includes an assignment that is not too challenging, yet is substantial in content. It will also allow The Experience Effect to assess buy-in, coaching competencies and commitment prior to and during the next session.