

The Experience Effect Coaching

The Reality Check

Have you ever witnessed an employee interacting with a member or team member and you think to yourself, “Did I really just see that?” In fact, you’re shocked, maybe surprised or even frustrated with what you saw and heard.

Many managers find themselves in this position and don’t necessarily know the most effective way to address the situation and express our concern regarding the employee’s behavior.

In this session, The Experience Effect will give your coaches a proven method for redirecting that behavior while helping to motivate the employee at the same time. It’s called a Reality Check. It gives your coaches a productive way for addressing employee behaviors that drive us crazy but we tend to avoid.

Components of this session may include the following based on your needs:

- Discuss on the job behaviors that aren’t meeting expectations
- Discover a straight forward coaching approach to use when employees are not meeting expectations
- Introduce a 2 step process to redirect inappropriate/ineffective on the job behaviors
- Understand the importance of remaining behavior based in our observations
- Practice developing effective questions
- Receive pointed coaching and feedback on how to approach the on the job behaviors that aren’t meeting expectations
- Coaches will walk out with a game plan for addressing inappropriate/ineffective behaviors the next time they see or hear them

“Leadership is not about titles, positions or flowcharts. It’s about one life influencing another.” ~John C. Maxwell