



# Acumen

Analyze the Past, Create the Future.

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## Quote of the Month

*"All coaching is, is taking a player where he can't take himself."*

- Bill McCartney

## Superstar Strategies

### 7 Magical Tools in Coaching

Some leaders and managers who are star performers in other areas fail miserably when it comes to coaching employees. Practice using these 7 magical tools to be an effective coach. Remember them as tools you can buy in the store.

- ★ **Spirit level** - Gather all facts to identify the problem and form a balanced opinion; stay calm.
- ★ **Cleaning brush** - Clear your mind from distractions and prepare yourself and the employee for the conversation.
- ★ **Hammer** - Hit the nail on the head and discuss directly the discrepancy between expectations and performance.
- ★ **Can Opener** - Ask open-ended questions to get employee input; practice active listening skills.
- ★ **Stud finder** - Identify hidden thoughts from employee's voice and body language.
- ★ **Flashlight** - Enlighten and empower; agree on goals and guide (not instruct) the employee in how to achieve them.
- ★ **"Kudos" granola bar** - Give recognition for performance improvement.

