



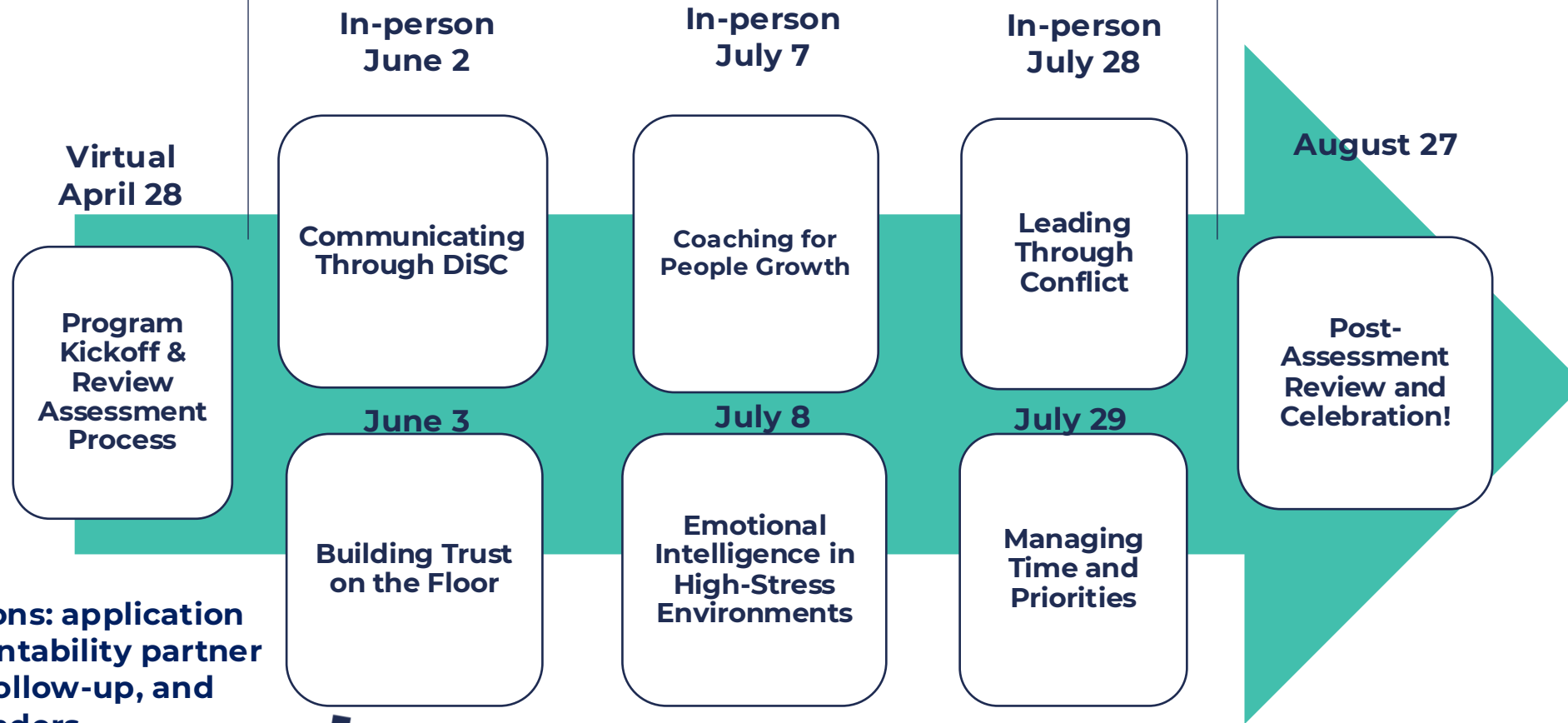
Coaching for People Growth

Floor-Leadership Essentials: Growth Experience

All sessions will be 10 am – 12 pm

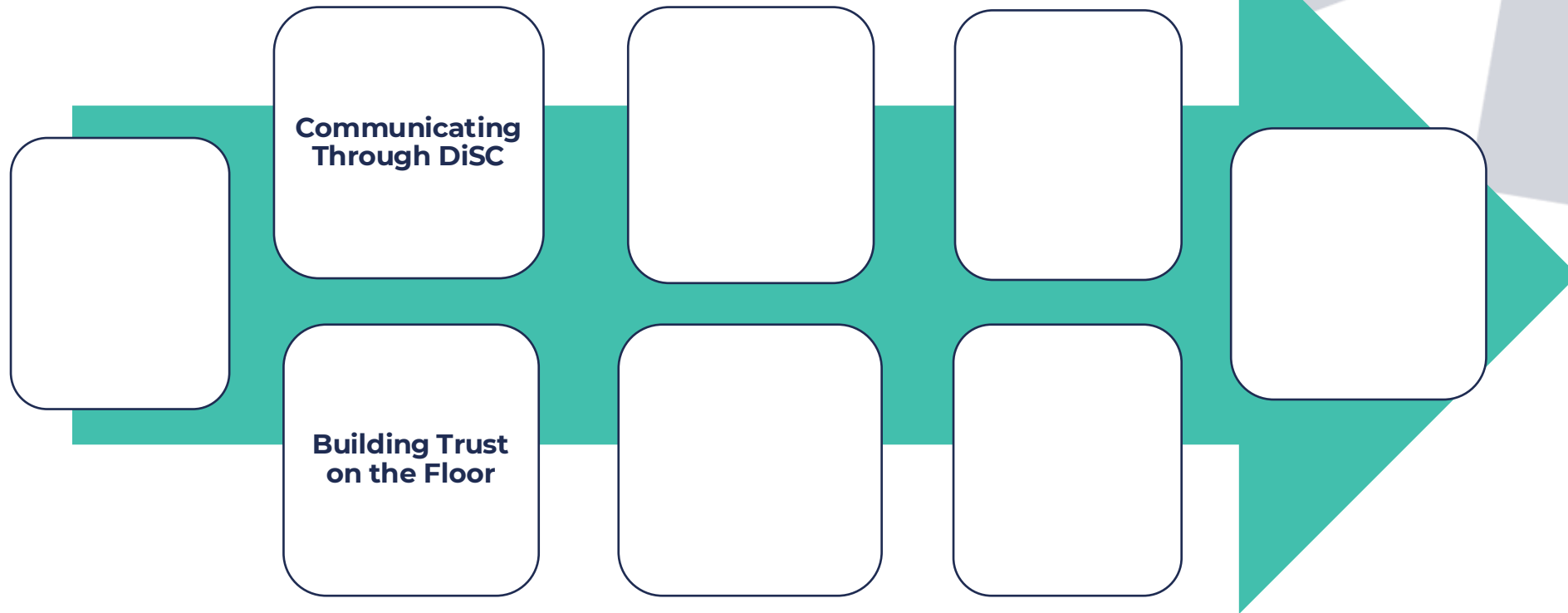
Pre-Self Assessment & DISC

Post-Self Assessment



Between Sessions: application exercises, accountability partner connection, follow-up, and reminders

Recap



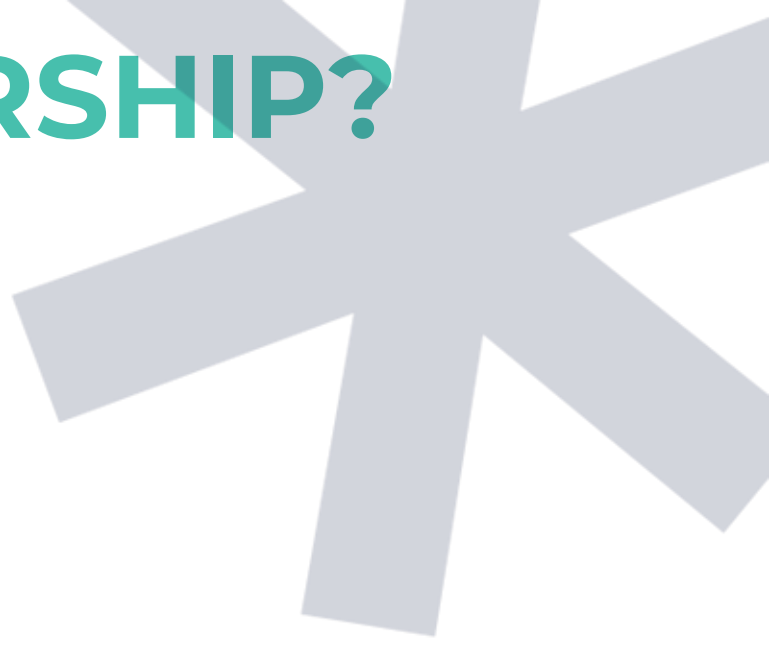
Today's Objectives



- Understand the foundational elements of coaching for growth – expectations, feedback, incentives, and accountability.
- Practice delivering actionable feedback using the SBI (Situation-Behavior-Impact) model.
- Explore methods to motivate growth through meaningful incentives and consistent accountability.

WHAT IS GOOD LEADERSHIP?

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COMMUNICATION

CONFLICT MANAGEMENT

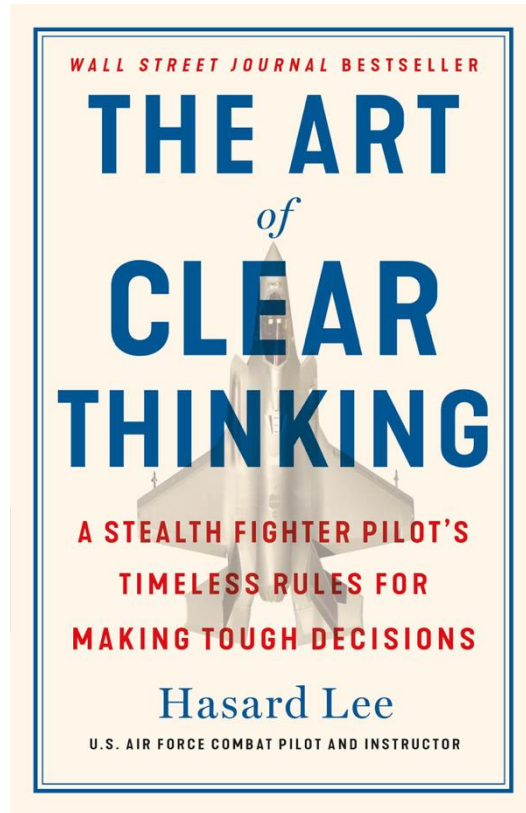
**TIME & PRIORITY
MANAGEMENT**

BUILDS TRUST

EMOTIONAL INTELLIGENCE

**COACHING FOR CONTINUOUS
IMPROVEMENT**

The Art of Clear Thinking





Go Back to the Basics

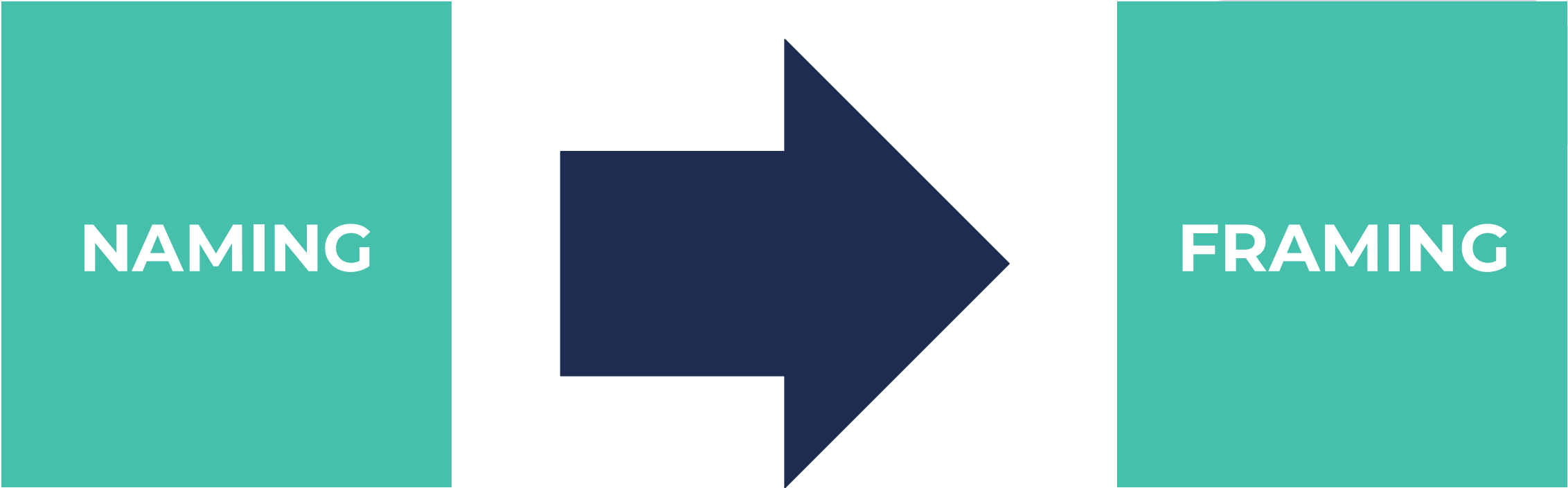
High-Performance Formula

(EXPECTATIONS + FEEDBACK + INCENTIVE) X ACCOUNTABILITY
= HIGH PERFORMANCE

Setting Clear Expectations



THE CLEARER THE TARGET THE BETTER
CHANCE YOU HAVE OF HITTING IT.



A diagram illustrating a two-step process. On the left, a teal square contains the word 'NAMING' in white capital letters. A large, dark blue arrow points from this square to a second teal square on the right, which contains the word 'FRAMING' in white capital letters. In the top right corner, there is a faint, light gray starburst graphic.

NAMING

FRAMING

Naming

Write it Down

You should be able to clearly articulate the objectives verbally and in written form in 2-3 sentences.

Understand Why

Understanding the big picture and why this objective is important will help build in additional importance and urgency.

Know Your Audience

Be prepared to deliver these expectations to your team by knowing what questions or concerns they might have.



Framing

Provide the Why

Why is this important?

Discuss the Impact

What happens if we achieve this goal?

Provide the Context

What do we need to know?

Build Meaning

Why does this matter to me?



S
M
A
R
T

Specific
Measurable
Attainable
Relevant
Time-Bound



Let's Practice



Feedback

3 Types of Feedback

POSITIVE

IMPROVEMENT

NO

Feedback



**Set the
Expectation**



**Schedule
the Time**



**Praise Great
Performance**

SBI – Feedback Model

SITUATION

Describes the context in which the **behavior happened**. This typically includes the place, time, and task the person attempted to complete.

BEHAVIOR

Describes the **specific actions** someone took in the context of the situation.

IMPACT

Describes the specific and tangible **results and outcomes** based on the behaviors performed.

SBI – Feedback Model

"Priya, on the assembly line yesterday when the torque readings on the bogie frame came back inconsistent (*situation*), you stopped the line, flagged it to your team lead, and walked the two newer techs through re-checking the calibration instead of just fixing it yourself (*behavior*). That kept a potential defect from moving down the line and showed the newer folks how to catch it themselves next time—which is how we keep quality high and the whole team getting stronger (*impact*)."

SBI – Feedback Model

SITUATION

Describes the context in which the **behavior happened**. This typically includes the place, time, and task the person attempted to complete.

BEHAVIOR

Describes the **specific actions** someone took in the context of the situation.

IMPACT

Describes the specific and tangible **results and outcomes** based on the behaviors performed.

***A B/I**

SBI – Feedback Model

"Hi Kim. I wanted to talk about (*situation*) the handoff to the sub-assembly team on the traction motor components last week. When you passed the units over, (*behavior*) the spec changes we'd agreed to weren't communicated, so sub-assembly built to the original drawings. Because of that, (*impact*) they had to rework a full batch once the discrepancy was caught, which cost us about a day and some material. Going forward, it would help to (*alternative behavior*) confirm any spec changes with the sub-assembly lead directly at handoff, either in person or on a quick call. This will (*alternative impact*) keep both teams working off the same drawings and avoid rework down the line (*impact*)."

Let's Practice



Incentives



WHAT LEADERS SAY



WHAT LEADERS DO



HOW THEY ARE COMPENSATED





Accountability

The Great Multiplier

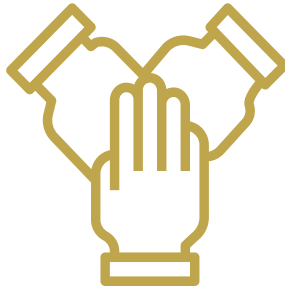
Accountability Ladder



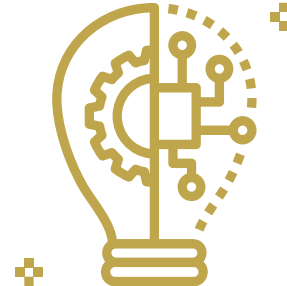
Accountability



Communicate



Collaborate



**Utilize
Technology**



**Provide
Data**

Let's Practice



High-Performance Formula

(EXPECTATIONS + FEEDBACK + INCENTIVE) X ACCOUNTABILITY
= HIGH PERFORMANCE

Questions?



Mid-point Survey



Action Items

