



Coaching for People Growth



Icebreaker

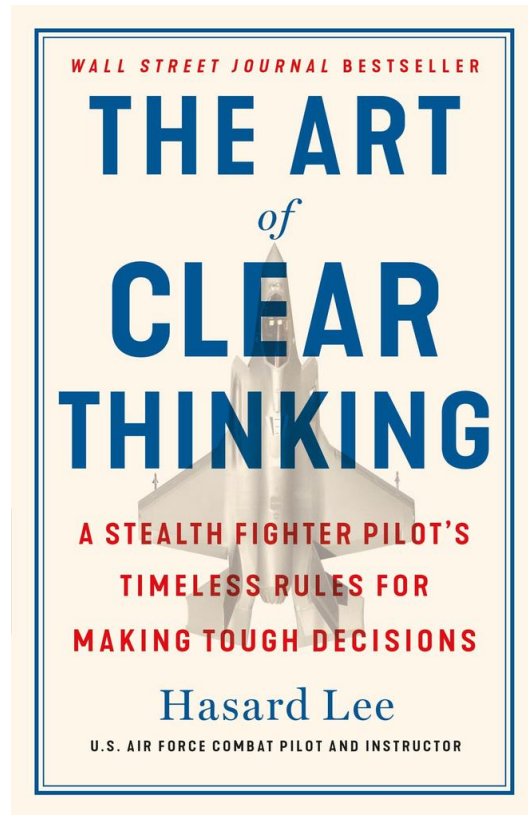


Today's Objectives



- 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.

The Art of Clear Thinking





Go Back to the Basics

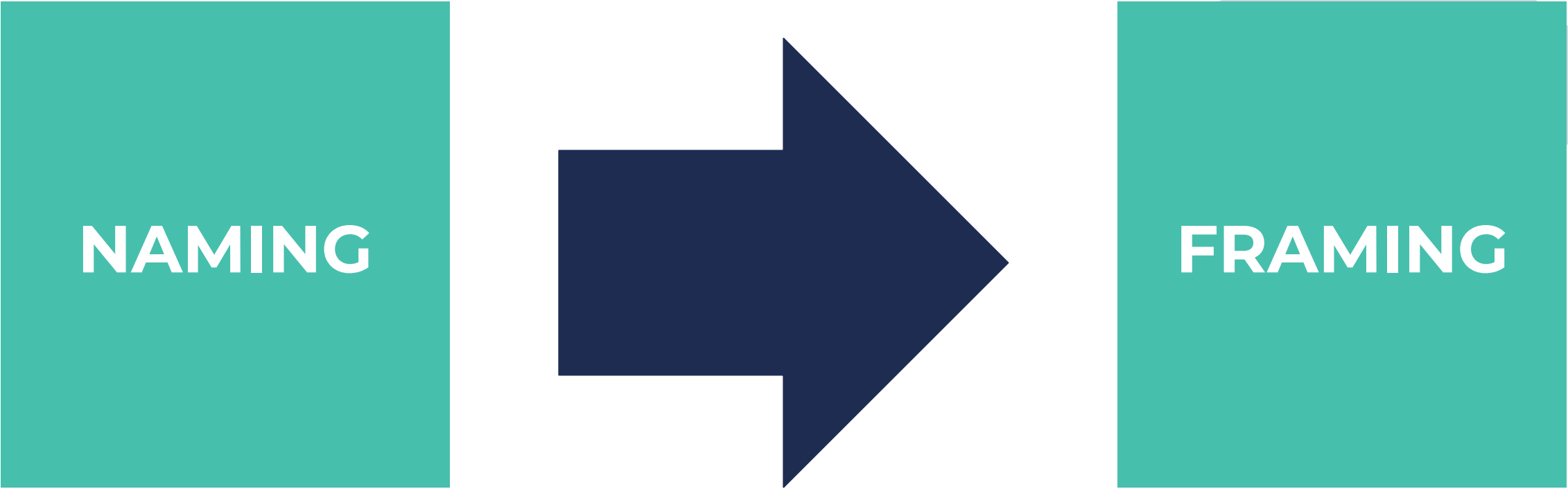
High-Performance Formula

$$(EXPECTATIONS + FEEDBACK + INCENTIVE) \times \text{ACCOUNTABILITY} \\ = \text{HIGH PERFORMANCE}$$

Setting Clear Expectations



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



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



"Sarah, I really love how you (situation) handled that disgruntled customer on the last call. You were (behavior) calm, and empathetic and were able to help the customer solve the problem. Those are the actions that will (impact) lead to us having loyal customers who advocate for our company."

SBI – Feedback Model

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BEHAVIOR

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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 to you about (situation) the email you sent out to our customer in Chicago. There were a lot of (behavior) typos and grammatical errors in the email. Because of those errors, (impact) the overall message of the email was lost and caused confusion. In the future, it would be great to (alternative behavior) have someone proofread any of our communications to our customers. This will (alternative impact) help avoid any further confusion.”

Let's Practice



Incentives



WHAT LEADERS SAY



WHAT LEADERS DO



HOW THEY ARE COMPENSATED





Accountability

The Great Multiplier

Accountability Ladder



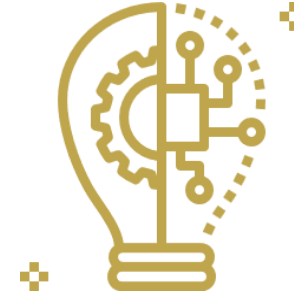
Accountability



Communicate



Collaborate



**Utilize
Technology**



**Provide
Data**

Let's Practice



High-Performance Formula

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

Questions?

