



The anatomy of a coaching session

1. Start with 5 minutes of small talk - this will help the employee relax a little
2. Mention the topics that you want to discuss (choose 3-5 topics)
3. Discuss each topic, start with the most relevant one and scale down from there - make sure that the entire coaching session is maximum 25 minutes long (the capacity to absorb information beyond that point drops considerably)
4. Have the employee come up with their own solution for each issue - use the SMART goals model
5. Plan a follow-up session: when and at what time
6. Have the employee do a recap of the most valuable information they have obtained from this discussion - this helps them reiterate their objective, and helps you assess whether your coaching technique is effective
7. Ask the agent to provide feed-back on your activity within the team - a good question to ask the agent is "What can I do in order to help you develop more?"
8. Ask the agent to provide feed-back on their relationship with their team and other departments
9. Address any other questions (related or not to the topics discussed earlier)