



## *Coaching & Retaining Your Talent*

By: Bruce Lee

### **Short Description of the Presentation:**

Your people are your greatest asset. When employees work at peak performance it affects the bottom line in a very positive way. The key is knowing how to properly coach team members which will in turn increase efficiency and reduce turnover.

### **Key Points:**

Coaching is helping others to develop insights and actions to understand mutually understood goals. Coaches help employees identify development and grow their present and potential strengths.

### **Three objectives of coaching**

- How to encourage employees to improve
- How to help them solve problems
- Understand what motivates them

### **How to retain talent?**

- Improve enthusiasm for what they do
- How to move their careers along

### **S.A.M.**

- **S**et high expectations – Set the goal and measure against it
- **A**ppreciation – When we give appreciation it tells employees we appreciate what they have done.
- **M**ake a difference – Treat them like they are already what you expect.

### **Eight (8) Steps of Coaching:**

1. Total support of the person
2. Identifying the big picture from all angles
3. Determine the impact of individuals behavior and attitude
4. Help them create the plan
5. Create a sense of commitment
6. Get started
7. Understand the consequence of their actions
8. When to give up!

**Reward what you want repeated!**