

COACHING CONVERSATION FRAMEWORK

Focus on fixing processes through calm, timely, specific coaching while listening actively and consistently reinforcing positive behaviors.

STEP 1: START WITH OBSERVATIONS

Avoid assumptions. Focus on facts.

Use Language Like:

- “I noticed...”
- “I observed...”
- “Here’s what I’ve been seeing...”
- “Help me understand...”

Avoid:

- “You always...”
- “You never...”
- “Your attitude...”

STEP 2: EXPLAIN THE IMPACT

Connect behaviors to:

- Safety
- Quality
- Team morale
- Productivity
- Customer impact

Example:

“When the startup checklist is skipped, it increases the risk of defects and creates rework for the next shift.”

STEP 3: ASK QUESTIONS

Strong supervisors coach before they lecture.

Questions to Ask:

- “What do you think is causing this?”
- “What obstacles are getting in the way?”
- “What would help improve the situation?”
- “What should success look like moving forward?”

STEP 4: ALIGN ON EXPECTATIONS

Clarify:

- What needs to change
- By when
- What support will be provided
- How progress will be measured

STEP 5: FOLLOW UP

Coaching only works if follow-up happens.

Follow-Up Checklist:

- Review progress within one week
- Recognize improvement quickly
- Address repeated issues consistently
- Document key conversations if needed

