Coaching, Communicating, and Conflict Skills

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**How would you best assist a person in moving from giving criticism to providing coaching feedback?**

This could be tied to being a friend kind of talk; I might say, “I’ve noticed you are having some trouble with something. There seems to be trouble with…., is that right or wrong, if you’d like to talk about it I’d like to help”. Basically prepare the person for the conversation before communicating to them before I might converse on a subject that needs addressing. If the person doesn’t speak, then I’d talk to them about what my perception is that would improve an area where they need help. This conversation would be aimed at improving their situation for their better and the company’s as well. Sometimes a person is just too close to situations to see what is happening around them; maybe the person just needs a different viewpoint.

It shouldn’t be the boss’s position to only be the boss, coaching sometimes is all that is needed. Communicating to a person about a weakness will sometimes help. Criticism or a written letter of reprimand is sometimes the worst thing to do; it may only make things worse.

Getting back to the person a few days later about that subject to tell them that they appear to be doing better on the subject matter or they may need a another coaching session. Would be a good chance for them to communicate to me what they were really having trouble with, providing they didn’t speak to me before about our “coaching” subject earlier. Basically saying, “You mater” and I want to help you do better, and I care. This may be too close for some, but I watched someone do this kind of work-friend relationship. It worked very well for them, and they were respected by their supervisors as well.

**Based upon your reading of effective leader-member exchange relationships, how can you improve your relationship with your manager?**

Having the knowledge that supervisors are always watching and formulating opinions of their followers, I think I may ask them their thoughts on where they think I should try to get better at my job. Where does the team need help? Finding out what that weakness is may be the thing that is needed to become a go-to guy for the team. One of the leaders or the leader of the group and eventually become a manager again.

Having owned m own business for twelve years, I want to be the leader again, not the follower. I think that becoming one of the better workers and more knowledgeable employees will assist me in that goal. Learning more about different tasks will only increase my value to the company. Finding out what my leader needs will or should help reach my goal soon.

This will help in my leader-member exchange relationships, sometimes leaders want others to become better or reach their goals too. They want some of the same things, so they will probably help me because it will help them as well as the company.

Reference:

Achua, C. and Lussier, R. (2013). Effective Leadership. Cengage Learning. Delhi, India.