harmony Coaching & Consulting

THE CATALYST

September 2012 Volume 12 Issue 9

SPARKING IDEAS AND ACTION IN YOU AND YOUR BUSINESS
HARMONY COACHING & CONSULTING

The Benefits Of Employee Coaching

Everyone's heard the old saying, *"The squeaky wheel gets the grease."* In a fast-paced work environment, where the focus is on getting a product out the door or resolving customer issues, the same attitude is usually taken about coaching. Coaching is often viewed as necessary only when employee performance is unbearably poor or when employees are so discouraged they leave. For entrepreneurs, who often have smaller staffs and budgets, coaching may also seem like an unnecessary expense.

Do You Need A Coach?

Among these misperceptions about coaching, you may also be a business owner who thinks you're too busy with your own work to spend extra time training, communicating or boosting employee morale, but consider this: Your leadership can help create motivated, productive employees. These high-performance employees will, in turn, lighten your workload.

*Continued on page two – **Employee Coaching***

Inside This Issue

1. *The Benefits of Employee Coaching*
2. *Do You Need a Business Coach?*
3. *One Minute Ideas*
4. *Speaking Franklin*
5. *Something is Holding Me back Professionally. How can a Coach Help?*

All articles, quotes, and material in this newsletter are copyrighted. © 2012. No part can be reproduced in any form without specific written consent from copyright holder(s). All rights reserved worldwide.

Do You Need A Business Coach?

The Importance of Business Coaching

Business coaching is defined as an interaction intended to enhance performance and facilitate change. It focuses on sound inner judgment and that leads to the best possible outcomes. Business Coaching has been practiced for years. When you have business coaching in your company, you are opening the door for advancement in the performance of your employees, thus your organization. Some benefits you will realize by implementing this well-known practice of business coaching are:

1. ***Employees will perform at their best –*** When you incorporate business coaching into the employee developmental process, your employees will challenge themselves and seek to perform at a higher level. It is very important in any business to have efficient and effective employees. One-on-one interaction with a business coach provides the environment for employees to untap their hidden potential, demonstrate their additional capabilities and the added value their enhanced performance brings. This far exceeds the investment you have made in this person.

Under all circumstances it is prudent to stay ahead in the business world and this becomes more important in times of restructuring and uncertainty. When you want your business to grow, you need to think about how your employees will help secure this growth. Business coaching is your answer.

*Continued on page three – **Business Coach***

*Continued from page one – **Employee Coaching***

And while you're at it, also consider the benefits of formal and informal employee development tools, such as monthly, quarterly or annual performance appraisals and planned performance improvement sessions which are used by highly successful companies to bring out the best in their employees.

Before developing and implementing new coaching methods, ask yourself if your company has a work environment that welcomes coaching. Are employees encouraged to share their questions, concerns, opinions and ideas, or does your company have a management style that operates in a more autocratic, non-participatory manner?

After ensuring that your company is open to coaching, make sure any managers in your company know how to coach properly. The most effective leaders, coaches and mentors ensure that they're approachable, active listeners and growth facilitators and that they guide employees as needed.

Coaching that works consists of constructive, consistent feedback aimed at increasing awareness and resulting in improved performance. Constructive, consistent feedback can be adopted into a company's culture as a systematic approach to employee development. Then once coaching's been established as part of your company's work culture, opportunities for coaching need to be identified. These opportunities are often simply managers and supervisors taking advantage of occasions, both formal and informal, to coach. The best leaders more easily identify these occasions by familiarizing themselves with employees' work habits, performances, goals and motivations.

Taking advantage of appropriate informal opportunities to coach also takes the stress out of coaching. It trains leaders to manage their time more effectively by capitalizing on opportunities to reward, encourage and direct performance outcomes during the normal course of any workday, while relying on the business's formal planned processes to review progress and set planning sessions, performance measures and expectations for the future.

Continued on next column –

Remember, too, that coaching is important not only when there's concern about poor performance or when performance is at its peak, but when performance is somewhere in the middle. Given the fact that the majority of employee performance ratings occur somewhere between outstanding and poor, this "in between" range is where coaching can have its greatest impact.

Retaining top talent and boosting employee morale are vital to your company's success. So rather than waiting for things to go wrong, or accepting subpar performance, it's important that employees receive ongoing performance feedback, or interim coaching, because if you want better employees, you just might have to make them. ♦

"The best thing about the future is that it only comes one day at a time."
~ Abraham Lincoln

~ Author: Mary Massad. Reprint permission granted by Nancy S. Charney, NS Charney & Associates

Awareness Calendar – September

Alcohol Awareness Month

The National Council on Alcoholism and Drug Dependence, Inc. (NCADD) provides education, information, help and hope to the public.

Read more about the... National Council on Alcoholism and Drug Dependence

Healthy Aging Month

The Healthy Aging Campaign is the official site of the a national ongoing health promotion designed to broaden awareness of the positive aspects of aging and to provide information and inspiration for adults, age 50+, to improve their physical, mental, social, and financial fitness.

Read more about the... Healthy Aging Campaign

National 5 a Day Month

The 5 A Day for Better Health Program is a national initiative to increase consumption of fruits and vegetables by all Americans to 5 to 9 servings a day. Eating 5 to 9 servings of fruits and vegetables a day will promote good health and reduce the risk of many cancers, heart disease, and other chronic diseases.

Read more about the... 5 A Day for Better Health Program

*Continued from page one – **Business Coach***

2. ***Recognizes their experiences –*** This goes along the same lines as employees performing at their best. With business coaching, the employee works with their coach to reinforce their current strengths and to surface new opportunities where these skills can be utilized, allowing the employee to expand their contribution to the company. Business coaching allows for employees to share their work experiences and feel more involved for doing so. Their attitudes change when they feel they have contributed something to the company. This benefit increases the level of the employee's engagement to the firm and has a multiplying effect throughout the organization.

3. ***Increases your bottom line*** – When you have business coaching available to your employees, you recognize and communicate their worth to the company. The main goal of business coaching is to offer the tools and support individuals need to enhance their performance and to facilitate change. Outcomes that you can expect when you have business coaching in practice are higher levels of engagement, as well as, more efficiency and productivity. Investing in your employees is a sound business decision that will yield a high ROI (return on investment). Always thinking and staying ahead in the business world is what is going to make your business grow. Business coaching is what you need if you want to achieve this. ♦

~ Gary Sorrell, Sorrell Associates, LLC. Copyright protected. All rights reserved.

"When coaching and mentoring is in place from top to bottom in organizations, they are armed with the equipment to effectively transition to the future." ~ Nicholas Nigro, NetPlaces

Speaking Franklin

Benjamin Franklin is sometimes thought of as the father of American business, and his rules for management continue to be worth following. Franklin's ideas were about self-improvement and management in terms of modern entrepreneurship. Among the ways you can use Franklin's advice today are to acknowledge that your skills are becoming obsolete and that you must overcome such obsolescence through constant self-education. You should consider reading something educational every day and instead of watching TV at night, try playing a strategy game with your children or friends. Create a discussion group and begin getting information to your employees. Train your employees and require everyone in your company to obtain at least 40 hours of training per year. ♦

Source: Blaine McCormick, Entrepreneur

One Minute Ideas

Create A Coaching Relationship

1) Create a coaching contract that essentially says that you have permission to coach the person.
2) Find out what the person's sincere and honest intention is and align your intentions with it.
3) Give the other person the gift of your presence by setting a time and place to hold a coaching conversation.
4) The primary medium for all coaching intervention is conversation.
5) To have an empowering coaching relationship, you must recognize that people have the inherent creativity, intelligence, and tacit knowledge they need to succeed but may need help in gaining access to it.
6) Be willing to discuss the un-discussable.

Source: Robert Hargrove, *Masterful Coaching*, Pfeiffer & Company (Smart Business Supersite)

"I'm so optimistic I'd go after Moby Dick in a row boat and bring the tartar sauce with me!" ~Zig Ziglar

harmony
Coaching & Consulting

1650 Faxon Avenue
Memphis, TN 38112

Tel: 901-272-7390

E-mail: bburtch@harmonycc.net

Visit Our Web Site at:
www.harmonycc.net

Something Is Holding Me Back Professionally. How Can A Coach Help?

The best coaching "answer" is a question. A good coach asks questions to help you do, be and give your best with the right intention. Consider the following "self-coaching" questions. Maybe it's time to hire a coach.

How are you driven by what might be possible? What do you really want? What risks are you avoiding? How much of your life is compared to what others expect? What truth lies in others' perceptions? How do you know? What are you willing to learn or unlearn? If money was not an issue, to what one thing would you dedicate yourself? How would your life be different if you pursued just one important "dream deferred"? What's stopping you? What if you don't pursue your dreams? What is important?

Four potential 'beings' exist in all of us. We can be **Explorers**, searching who we are for who we can become. We can be **Sophisticates**, fooling ourselves into believing we have all the answers. We can be **Prisoners**, living to the expectations of others and not our own. We can be **Vacationers** – anything we're doing beats taking a risk. Listen to the questions you may be asking yourself. What could you explore today that might take you to the edge of your potential? ♦

~ Copyright protected worldwide. Mark Sturgell, CBC Performance Development Network

Schedule of Public Courses

The following courses are being offered to the public by Harmony Coaching & Consulting. Click on the associated link for more information on the program or to register.

Course Title	Date(s)	Time	For More Information/Registration
SHRM Learning System® is the preparation course for the HR Certification Exam ***(Every other Saturday)***	Every Other Saturday 9/22 – 12/1	8:30AM – 4:30PM	www.cbu.edu/shrm
The Coaching Clinic® is a two-day workshop for executives, managers and leaders to experience and learn coaching skills and competencies.	October 30 & 31, 2012	8:30AM – 5:00PM	www.harmonycc.net/coaching-clinic.php
Leading at the Speed of Trust™ is a two-day workshop for anyone interested in increasing revenues, decreasing costs, enhancing/repairing relationships, or improving their credibility with employees or customers.	TBD	TBD	Email: info@harmonycc.net

New

harmony Coaching & Consulting