

COACHING REMOTE TEAM MEMBERS

In the midst of being super busy or uncomfortable with coaching, awaits your team member wanting to improve, achieve their professional objectives, meet the vision, mission and goals of the organization as well as succeed

TIME

Set aside a designated time and have both of you schedule it into your personal and professional calendars. This is a non-negotiable appointment that should not be canceled. If you cancel it, you may be seen as a leader who doesn't care about your team member or that this person is not important to you.

PREPARATION

Transparency is key to solid relationships. Craft a plan on what needs to be discussed and forward it 24 hours ahead of time. It could range from success, project updates, and wins. Also, items that need addressed like missed deadlines or attitudes you've noticed. They need time to plan and gather information.

SPACE

Ask what they need to make this call successful in terms of space. Do you need to meet before the day starts so there is a better mental attitude? Can you have lunch together remotely during this conversation?

Make it easy for your team member so they feel like this is not a burden.

COMFORT

Regardless if your conversation is filled with good news or bad, make the other person feel comfortable at the start of the meeting. As humans, we are more apt to listen to someone that doesn't get straight at it. We all need to connect on different levels. Find out what they need for these conversations to remain open and productive.

LANGUAGE

#1 Tone of your voice. We can unconsciously give off the wrong impression. #2 Verbal or your actual words. Be sensitive to how you craft these conversations and the speed you're speaking. #3 Body language. Facial expressions and folded arms can be a killer.

All of these work together or it sends the wrong message.

ACTION

These conversations will produce actions that the team member develops not the leader. The leader already knows where it needs to go so we need to hear it from them. If it's not correct, the leader will guide the thinking of the team member towards the correct action. Too often we tell them what to do disabling their ability to solve problems.

CELEBRATE

Your team is producing plenty of good work and good will.

Celebrate the wins and work on the improvements.

Provide an environment of openness, innovation and change.

Then watch what they will do for your organization, themselves and you.