

TIPS FOR GREAT COACHING SESSIONS

Use these tips for more effective coaching sessions with drivers.

- 1 Bring specific and well-defined issues to discuss.
- 2 Prepare ahead with information, examples, and ideas.
- 3 Treat each driver as a partner to the organization, encouraging their input and trusting them to follow-through.
- 4 Know the strengths and weaknesses of your drivers.
- 5 Make expectations clear and concise.
- 6 Allow enough time to adequately discuss issues and concerns.
- 7 Seek out ideas and suggestions from others, then incorporate those ideas as part of the solution.
- 8 Listen, and try to understand the others' point of view.
- 9 Be encouraging and optimistic.
- 10 Directly ask for a commitment to solutions that have been agreed upon.
- 11 Provide the resources, training and support for others as they work out solutions.
- 12 Follow-up on coaching sessions in a timely manner.
- 13 If solutions do not turn out as expected, proactively help define alternative actions.

When coaching is done in the spirit of mutual respect, the rewards and benefits for your employees and your customers are endless.

It's important to establish a positive coaching relationship between the coach and the employees that values everyone's strengths.

For more tips, download "Coach Your Drivers to Safety and Success" here: info.smartdrive.net/coach-your-way-to-greatness