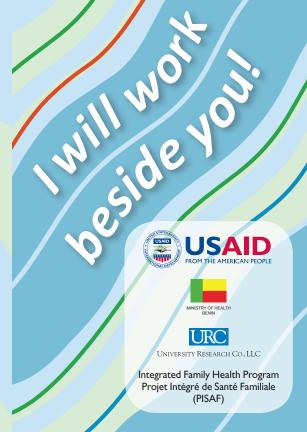
### A coach is:

- A facilitator who works with you and your team to develop your skills
- A trainer who passes on knowledge
- An expert in Quality Improvement (QI) who improves your understanding of QI principles and tools
- Someone who helps you develop both professionally and personally



# Job Aid for Coaches

Questions & Answers
for coaches to
support the progress
of their team

#### **Improving Performance**

- Do the team members know if their performance is satisfactory or not?
  - If no, give them feedback.
- 2. Do team members know their responsibilities?
  - If no, describe their responsibilities to them.
- 3. Do team members know how to perform their job functions?
  - If no, train them on the necessary skills.
- 4. Do they know why they need to be doing it?
  - If no, explain why it is important.
- 5. If their performance is unsatisfactory, could the team members improve if they wanted to?
  - a. If yes, discuss their performance with them in order to change their behavior.
  - b. If no, wait to address the issue or only address the aspects they have control over.

## Identifying and Overcoming Obstacles

- Do obstacles outside of their control prevent the team from improving?
  - If yes, identify and remove the obstacles.
- 2. Do certain individuals block the progress of the team's work?
  - If yes, talk with that person and encourage them to hold back.
- 3. Do they consistently think that their ideas are the best?
  - If yes, convince them to allow others to provide ideas as well.
- 4. Do they think that your suggestions will not work?
  - If yes, convince them to try others' suggestions a few times.
- 5. Do they think that other things are more important than their work on the team?
  - If yes, discuss with them how team work might make their work easier.

#### **Assessing Consequences**

- 1. Are there positive consequences for individuals if the team performs well?
  - If no, provide positive reinforcement to individuals and the team.
- 2. Are there negative consequences for individuals if the team performs well?
  - If yes, identify and remove the negative consequences.
- 3. Does the team think there will be negative consequences if they perform well?
  - If yes, identify their concern and address it.
- 4. Is the team not performing despite the existence of the appropriate consequences?
  - If yes, change the type of consequence.
- 5. Is the team not performing without the existence of any negative consequences?
  - If yes, apply some type of consequence for poor performance.