

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

**I will work
beside you!**



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MINISTRY OF HEALTH
BENIN



UNIVERSITY RESEARCH Co., LLC

Integrated Family Health Program
Projet Intégré de Santé Familiale
(PISAF)

Job Aid *for* **Coaches**

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

Improving Performance

- 1. 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

- 1. 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.*