

# WAYS

## to Maximize Employee Potential Through Coaching and Feedback

Coaching, feedback, and training are essential tools for managers to foster growth in their employees. Here are seven ways to drive performance by providing opportunities to build employees' skill sets:

### 1 ESTABLISH EMPLOYEE GOALS TOGETHER

*"Employees are 3.6x more likely to be engaged when their managers involve them in goal setting."*

GALLUP<sup>1</sup>



During one-on-one meetings, develop S.M.A.R.T. (Specific, Measurable, Actionable, Results Oriented, Time Bound) goals with your employee and ensure goals are fair, relevant, and challenging but achievable. These goals and objectives will be the checkpoints you use to determine employee progress.

### 2 PROVIDE FREQUENT FEEDBACK

*"Employees who receive daily feedback from their manager are 3x more likely to be engaged than those who receive feedback once a year or less."*

GALLUP<sup>2</sup>

Keeping employees engaged throughout the year is key to successfully progressing their skills and performance. Managers should implement more frequent check ins and meetings in addition to annual review to maintain an open dialogue about performance, track achievements throughout the year, and ensure transparency with employees.

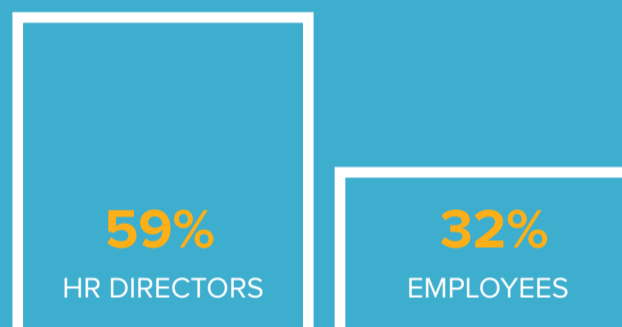


### 3 EFFECTIVELY USE ONE-ON-ONE MEETINGS

Schedule frequent one-on-one meetings with employees to check in on their progress and any barriers to goals. By meeting frequently, you can address issues and provide praise in a timely manner. Not only will these meetings foster a healthy working relationship between the manager and employee, it will also ensure the employee feels valued and heard. Pair encouragement with constructive feedback to help employees to learn and grow from their mistakes. Take notes during the meetings to create an audit trail to justify any personnel decisions, pay increases, and promotions.

*When surveyed about one-on-one coaching, 59% of HR Directors felt effective coaching was being delivered to employees, while only 32% of employees felt the same.*

NEOGOV DATA<sup>3</sup>



### 4 IDENTIFY SKILLS GAPS

*64% of Chief Administrators say a growing skills gap is their greatest workforce challenge.*

ACCENTURE<sup>4</sup>



Skill gaps can easily be identified through online performance evaluation systems. Measuring goal achievement progress will clearly define where more training is needed and guide managers in creating a customized learning plan to fulfill these skills gaps.

### 5 CREATE CUSTOMIZED LEARNING PLANS

Creating a blended learning plan that can include online and classroom-based courses, conferences or events, and even mentoring programs will provide employees with a myriad of opportunities to improve their skills. Store the results and course completions in a performance management system to easily generate reports of employee improvement.

*43% of employees do not believe their expectations of individual development and career advancement are being met, which is key to attracting and retaining a qualified workforce.*

NEOGOV DATA<sup>5</sup>



### 6 ASSIGN MICROLEARNING COURSES TO REINFORCE LEARNING

When building a learning plan, include microlearning training courses to keep employees engaged, reduce the potential for overload, and easily fit into the employee's workday. Microlearning courses are easily digestible lessons, between 3 and 7 minutes.



*"Learning in bite-sized pieces makes the transfer of learning from the classroom to the desk 17% more efficient."*

JOURNAL OF APPLIED PSYCHOLOGY<sup>6</sup>

### 7 NURTURE EMPLOYEE CAREER ASPIRATIONS

*A Gallup survey<sup>7</sup> found that "51% of exiting employees did not have any conversations about job satisfaction or their future with the company in the 3 months before they left their role."*

Inquire about the employee's career growth and provide opportunities that will give them a chance to reach their personal development goals. Provide the employee with new opportunities, such as training courses, job shadowing, or additional job responsibilities that will give the employee a space to build their skills. Track all progress so the employee can easily check in on their own performance.

