TEAM COACHING SESSION

Our coaching session

Work through the four stages in order, and spend longest on reality. Ask more than you tell: the team's answer counts more than the coach's.

Topic:

Date:

G Goal

- What would success look like, and by when?
- Would we all know if we had achieved it?

R Reality

- What is getting in the way? What else?
- What is already working that we could build on?

O Options

- What could we do about each blocker?
- Which three ideas would make most difference?

W Way forward

- What will we do, who owns it, and by when?
- How committed is each of us to this plan?

Check-in date:

Brought back by:

WORKED EXAMPLE

An example session

HIGH PERFORMING TEAMS

An eight-person warehouse shift team, coached by its team leader on the problem of picking errors. Use it to see how a session can go, not as a script.

Topic: Picking errors on our shift

Date: a Monday after the morning shift

G Goal

- What would success look like, and by when?
- Would we all know if we had achieved it?

Halve picking errors on our shift within three months, from about 40 a week to 20.

R Reality

- What is getting in the way? What else?
- What is already working that we could build on?

Most errors are on two product ranges with similar codes. New starters make more mistakes in their first fortnight. The two most experienced pickers make almost none.

O Options

- What could we do about each blocker?
- Which three ideas would make most difference?

Colour-code the two ranges; move them apart; pair new starters with an experienced picker; a quick check at packing.

W Way forward

- What will we do, who owns it, and by when?
- How committed is each of us to this plan?

1. Move the two similar ranges to different aisles by the end of the month (shift supervisor)
2. Pair every new starter with an experienced picker for their first two weeks (team leader)

Check-in date: in four weeks

Brought back by: the team leader, with the error figures