Coaching 101:
A Course for New Supervisors
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I have no financial interest in this presentation.

Overheard……
• “I shouldn't have to tell people how to do their jobs.”
• “Employees should know what I expect.”
• “Well, they got a employee manual.”
• “It's common sense.”
• “I'm not their mother.”

Why Coaching?
• A coach is measured by his/her results
• Baseball team analogy
• Team and individual strengths
• Overall success

Where to begin?
• Focus on your Mission (Statement)
• Assess your team
• Strengths
• Weaknesses

Benefits
• Improved performance
• Long term satisfaction
• Reduced turnover
• Less interpersonal issues
• Less HR issues
Who is Your Assistant Coach?

- The stronger the second, the better
- Do they know what you know?

Steps

- Team knows the expectations
- Team has the tools and the training to do their job
- Team has accountability to perform
- Team can self-direct

Hiccups….

- Willingness
- Aptitude
- Motivation
- Change is scary
- Entitlement

Batting Practice…

- You know they can “hit the ball” – Give them tools to make them better
- Practice- Role play, scripting
- Rules of the game

Remember…..
There’s no crying in Ophthalmology!

Round the Bases

- Manual
- Skills sign off
- Regular check ins
- Active coaching
Manual

- Employee manual
- "Operations" manual
- Clear, concise instructions
- Copies available
- Plan for curveballs

Skills Sign Off

- Teach the skill
- Verify understanding
- Observe performance
- Check the bases
- Tick off the list

Regular Check Ins

- MBWA—“Management by walking around”
- Catch people in the act of doing good
- Check in with the team leads/trainers to find areas of concern

Active Coaching

- Praise—high five, pat on the back, kudos
- Strengthen the weaknesses
- Lead by example—Be the Expert!

Questions?

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Thank you!