

COACHING PRINCIPLES FROM You Already Know How to Be Great

1. Everyone has the potential to improve their performance. That potential is blocked by interference. Interference can be reduced by focused attention.
2. The biggest obstacle in performance isn't not knowing what to do; it's not doing what we know. And what keeps us from doing what we know is interference.
3. The beliefs we form about ourselves and others can limit performance and limit the way we try to help ourselves and others improve.
4. Knowledge, Faith, Fire, and Focus are at the heart of high performance. Reducing interference to Faith, Fire, and Focus releases Knowledge and is the highest leverage factor in performance improvement.
5. **GROW**[®] gives order, discipline and focus to the decision-making process.
 - a. **GOAL**: Make sure it's "S.M.A.R.T."
 - b. **REALITY**: Make sure it's accurate
 - c. **OPTIONS**: Make sure to really brainstorm
 - d. **WAY FORWARD**: Make sure it's also "S.M.A.R.T."
6. When coaching from the inside-out, accountability always remains with the individual you are coaching.
7. When an individual is unwilling and/or unaware of a performance issue, you're no longer dealing with a "performer-driven" conversation but a "coach-driven" conversation. As the coach, you own the Goal. In this situation, the biggest challenge may not be the situation or the person you're coaching; it is often your own interference.
8. In a "coach-driven" or "engagement" conversation:
 - a. Share your intent
 - b. Show respect
 - c. Tell your truth
 - d. Use "baby steps"
9. When giving feedback, allow the coachee to "empty their glass" first. Hold the coachee accountable for thinking through and evaluating his/her own performance before sharing your ideas. See page 130 for water glass analogy.
10. In high performing teams, people SayDoCo. They:
 - a. Say what they'll do
 - b. Do what they say
 - c. Communicate if they find they can't
11. The finest service we can give to other human beings is to make it safe for them to explore their own experience.

