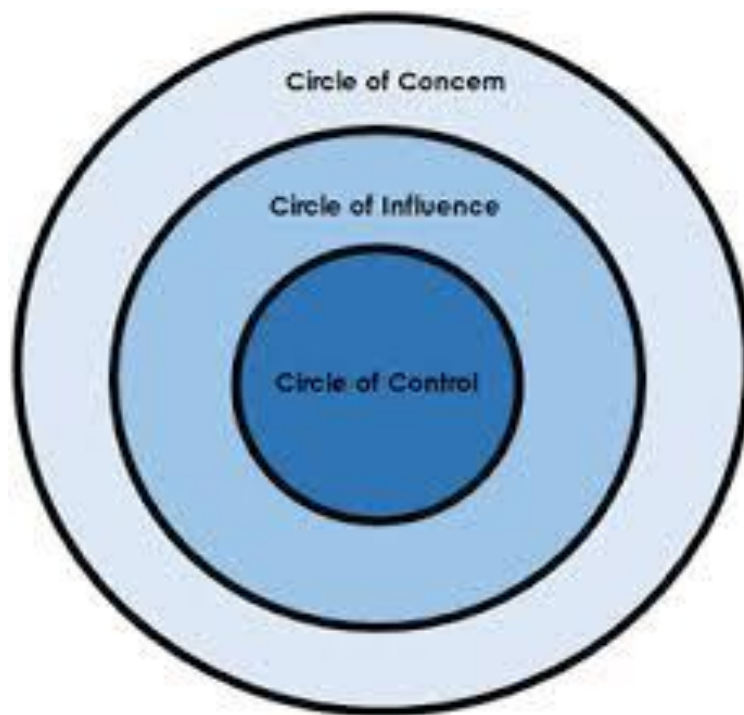


# MAKING SMARTER CHOICES



## **Have you ever been in a position where a team member seems to be blaming other people or the organisation for not achieving their desired outcomes?**

Perhaps you've told them what you think they should do but they are paying no attention

Sometimes when a person tells us what to do, we just don't want to listen and we may put up barriers. I describe it as having the 'Internal Teenager' inside us. I'm sure you know what I mean.

If a manager focuses on a 'TELL' style of management, many people will start to switch off and allow the Stubborn Streak to kick in

Also, I'm sure everyone of us have experienced an occasion where we want to achieve a better outcome but we Just can't see 'The Wood for the trees'

If you are a manager who wants to help a team member make smarter choices, why not try a coaching style instead?

### **Try this coaching activity**

Draw the Circle of Control i.e. 3 circles as shown in the image.

Ask the team member to identify all the factors, they feel are currently stopping them from achieving an outcome and write them into the outer, concern circle. Then through your questioning, they should be able to move some of the existing barriers into either the circle of Influence or Control. Anything that is left in the outer circle should now help them to recognise that although there may still be existing barriers, but if they can't influence or control some of them, then it's wise not to spend anymore time or thought on them.

As their manager you will want to encourage the team member to recognise that they do have control over their own actions

## Example Questions

- What's stopping you from achieving your desired outcome?
- How is the current situation making you feel?
- Is it a feeling you want to change?
- What are you able to influence or control in this situation?
- How much of your thoughts have been focused on factors outside your control?
- What would be the benefit of pressing the 'Pause' button & focusing your thoughts & efforts on areas you can influence or control?
- What would be your first 'next step' towards achieving a better outcome?

This activity is also great to carry out for yourself, when you just need some clarity

If you want to find out more about coaching and techniques to help you effectively support your team to make smarter choices and achieve desired outcomes, then why not attend one of my Open Courses in Birmingham or London. I will cover many more tools and techniques to help develop your coaching skills

## Coaching Skills Training

If you want to develop your coaching skills, I have scheduled open courses in Birmingham in April and London in May.

I can also deliver the course at your premises, if there are a number of employees who require the training. Why not develop a coaching culture within your organisation by equipping all managers with the confidence and ability to coach their team members?

Please get in touch for more details

## About the Author

Jacqui Turner is a very well respected and award-winning Trainer and Coach who works with clients to help their employees deliver an exceptional customer service.

She also supports Managers to become Leaders through the delivery of engaging and thought-provoking leadership training programmes.

If you want to find out more about Jacqui's experience, please connect or follow her on LinkedIn

Email: [info@turnercorner.co.uk](mailto:info@turnercorner.co.uk)

[www.turnercorner.co.uk](http://www.turnercorner.co.uk) To view recommendations