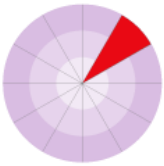


COACH

We rise by lifting others.

- Robert Ingersoll

ENCOURAGING OTHERS

Encouraging others is one of the behaviors that is part of the Coach style of the Sphere of Influence 360˚.

Encouragement is the act of providing positive feedback that focuses specifically on effort and/or improvement, rather than a specific outcome. The ability to successfully encourage others through periods of difficult times and lack of progress is a very useful coaching skill.

EXERCISE (STEP 1): READING THE SIGNS

When a colleague, coworker, or client gets stuck or isn't making the progress they expect, frustration can set in. It's useful to start recognizing these moments. These are the moments when someone could use some encouragement.

We invite you to **choose a day** on which you will consciously watch out for signs that people are struggling or doubting themselves. Sometimes the signs are verbal and very clear. Moments when people express their frustration by saying things like:

- "This is never going to work!"
- "Maybe this is not for me!"
- "I don't think I will ever learn...!"

But sometimes the signs are non-verbal and harder to detect, for example when people:

- Are sighing deeply
- Have a weary face
- Are shaken their head while they are working on their tasks or assignments, or
- Look tense or lost.

If you do recognize signs like the signs described above, continue with STEP 2 of the assignment. If you didn't saw any signs, pick another day and repeat STEP 1.

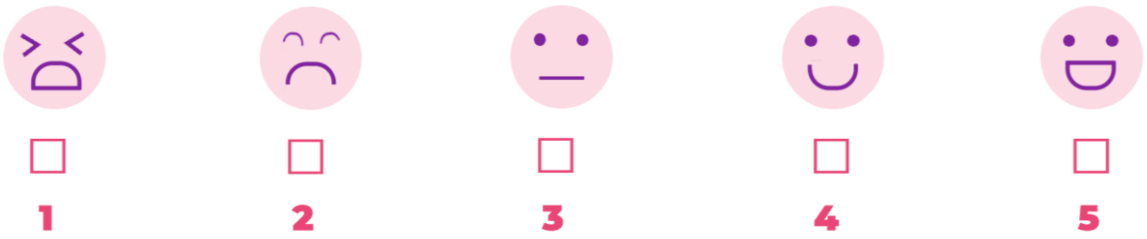
EXERCISE (STEP 2): CHECK AND REACT

The first part of step 2 is really important! Before you start encouraging people it is advisable to check if your observations are correct. If they really got stuck AND if they are ready to admit they are discouraged. Do this by asking them:

If they are doing fine, aboard the mission ;-) Continue the conversation by expressing that it's good to hear that everything is going well or continue your conversation as you usually would?

If their answer is confirming your assumptions and they are struggling, take the time to listen to them and hear them out. Use words to demonstrate your confidence in them, like the words you find on the banners on page 1.

EVALUATION: How did your attempt to encourage worked out?



What did you learn? What insights did you gain?
What went successful? What would you do the same again?
What can you do to improve your performance?
What is your next step?