



“
**We rise
by lifting
others.**

”
- Robert Ingersoll

ENCOURAGING OTHERS

Encouraging others is one of the Coach style behaviors in the Sphere of Influence 360°.

Encouragement is the act of providing positive feedback that focuses specifically on effort or improvement rather than a specific outcome. Successfully encouraging others through periods of difficult times and lack of progress is a very useful coaching skill.



EXERCISE: ENCOURAGING OTHERS

STEP 1: READING THE SIGNS

Frustration can set in when a colleague, coworker, or client gets stuck or isn't making the expected progress. 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** where you will consciously watch out for signs that people are struggling or doubting themselves. Sometimes these cues 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 shaking their head while they are working on their tasks or assignments, or
- Look tense or lost.

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

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. Are they genuinely stuck, **and** are they ready to admit they are discouraged? Do this by asking them:



**"How is it
coming along?"**

If they are doing fine, about 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 confirms 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 work out?



1



2



3



4



5

What did you learn? What insights did you gain?

What went well? What would you repeat?

What can you do to improve your performance?

What is your next step?