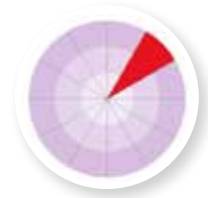


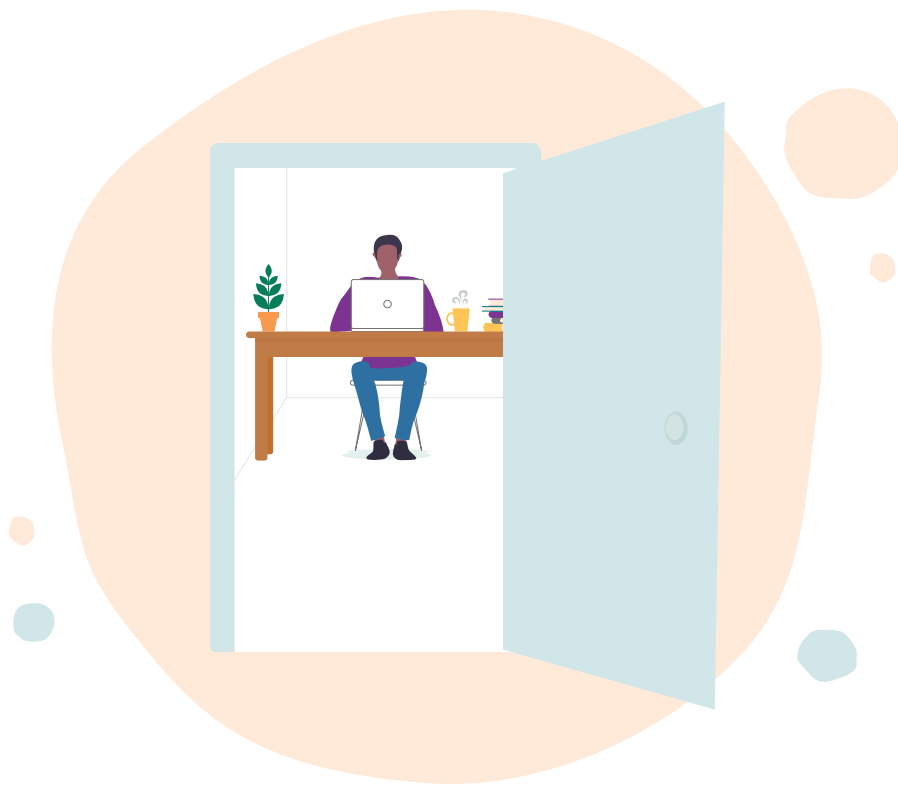
COACH

Offering Support



Offering support is one of the Coach style behaviors in the Sphere of Influence 360°.

Making time to support your people is one of the most important things you can do as a leader. Ensure your team knows you are there for them and that you give them opportunities to talk to you when they need a listening ear or someone to support them in their challenges and next steps. Let them know that your door is always open when they need you!



“Sometimes the only thing you can do for people is to be there.”

- Terry Pratchett

Exercise: Tell, show & be genuinely available

Being consistent is very important to let your team know that you are available. Make sure your non-verbal behavior and actions are in line with the message you send.

The first thing you can do is **tell** people that you will be available when they need you. Below you find some example sentences you can use to do this:



We even encourage you to take this a step further and be specific about the times you know for sure that you CAN BE available. Take a look at your agenda: When do you know that it will be convenient for them to approach you? Share these times with your employees!

The best time for my employees to approach me is:



The next step is to **show** people that you 'walk the talk' with your non-verbal behavior:

- Keep your door open.
- Look up from your desk or computer when people walk in.
- Look around when you walk through the office and make eye contact with everybody when you're doing that.

Make sure that you **really are available when people approach you for your support**. Put your other work aside, consider closing the door if you are in an office, or find a place where you can talk without interruptions. Be transparent if you have other work to do (a deadline, for example). Tell your employee why the current time is not convenient and make an appointment as soon as possible with your employee. This last part is really important.

Evaluation:

How did your attempt to support others 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?