

COACH AND CONNECT CHEAT SHEET

WIN BEFORE YOU **BEGIN**

- ✓ People trust and believe others who like them and are for them
- ✓ Everyone's biggest fear is being rejected and their biggest need is to be accepted
- ✓ People live up or down to the expectation of their leader
- ✓ Seek first to understand, then to be understood
- ✓ When there's a gap between reality and perception, it always ends badly
- ✓ Everyone has an ego-based reluctance to hear or believe criticism about themselves

Step 1: Decide on your preferred outcome.

Step 2: Choose a safe location.

Step 3: Let them talk! Ask for bright and dim spots. Listen!

Step 4: Ask them to plot themselves on the Star Chart, then you plot them.

Step 5: Agree on "the commits."

HOW TO HAVE **TOUGH CONVERSATIONS**

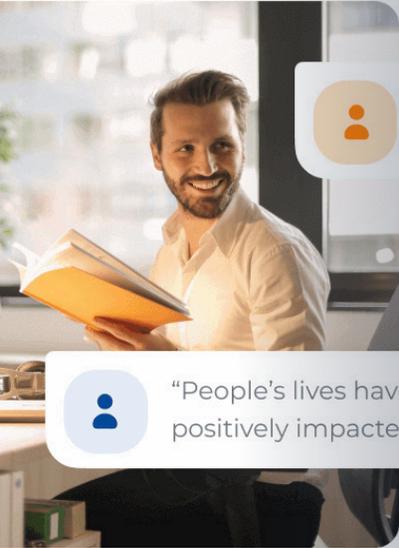
Be humble, redemptive and don't assume motives.

- ✓ State your facts
- ✓ Express themes/patters that you see -- here's my story, what's your story?
- ✓ Ask for perspective
- ✓ Agree on next steps

EXPERT LEVEL **QUESTIONS**

- ✓ What does a great day look like for you?
- ✓ What duties energize you? Deplete you?
- ✓ Tell me more...
- ✓ Help me understand...
- ✓ Please elaborate...
- ✓ Is this what I hear you saying?
- ✓ How can I help you succeed?

GETTING PEOPLE RIGHT



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"People's lives have been positively impacted."



"He has helped us build a vision-driven, energized team."

Getting People Right (GPR) is an educational website providing its students with practical education in entrepreneurial leadership.

GPR's leadership courses will teach you the practical skills you need to build strong teams and enhance your career. The curriculum has been developed by a faculty that has experience successfully scaling businesses and in the coaching of high growth organizations. Our mission is to teach business owners, managers and career builders how to build strong teams by putting the right people in the right seats.

GPR also offers free leadership resources including articles, templates, tips, cheat sheets and reading lists.

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- ✓ Dealing with under performers
- ✓ Learning the process to hire a-players
- ✓ How to fire with minimum pain and drama
- ✓ Objectively assessing your team
- ✓ Building your personal annual plan

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