

GAHSA/SCANPHA DON WORKSHOP

THE PROBLEM SOLVING COACHING PROCESS

STEP 1

- ◆ Define the problem
 - Is it worth your time?
 - Does it need immediate resolution?
 - Is it a matter needing immediate discipline?
 - Are you the right person to coach?

STEP 2

- ◆ Does the employee know there is a problem?
 - Meet with the employee (right time, right place):
 - State the problem
 - Ask for the change you need
 - Get his or her input and agreement
 - Reinforce positive results or go to Step 3

STEP 3

- ◆ Does the problem still exist?
 - Is the problem more complex?
 - State the problem, be very specific
 - Use the Problem Identification sheet (handout)
 - If the solution is not in the employee's control, but in yours, fix it
 - Eliminate any things that reinforce poor performance
 - If the solutions is in the employee's control:
 - Ask why it is happening
 - If the employee doesn't know, you may need to conduct an audit or observe in the workplace
 - Discuss alternatives
 - If you believe the employee can make the change if he chooses to, give him the choice
 - Ask for the change you need
 - Give assistance
 - Document and follow up
 - Reinforce positive result or go to Step 4

STEP 4

- ◆ Does the problem still exist?
 - If, in Step 3, you have identified that the solution is in the employee's control, and your coaching has not produced improvement, proceed to your disciplinary process