

COACHABILITY Checklist



How do you know if someone is coachable? Best Care EAP Coaching is designed to empower individuals to make targeted behavioral changes that will positively impact themselves, their teams, and their organizations. Participants must be coachable for best results!

Coachability Requirements

_____ 1. **Willingness to change:** The person responds positively to feedback, is willing to try something new-maybe outside of her comfort zone-because she sees it as a learning opportunity.

_____ 2. **Capacity:** He needs to have the capacity to get the skill level you want him to reach. For example, he may want to be a professional basketball player, but no matter how hard he practices, he won't get into the NBA. Be realistic about the amount of time you'd be able to build his skills to the level needed. That may not be the best use of your time.

What Does UNCOACHABLE Look Like?

Even the best coach in the world cannot help someone that exhibits these for indicators:

_____ 1. **He doesn't really want help—he wants validation.** This involves individuals who have a very good career track record, but something has happened (they didn't get a promotion, didn't get the dream job, etc.). They want someone to tell them that what happened to them was unfair or that they were/are the victim.

_____ 2. **She doesn't think she has a problem; AKA no accountability.** This person has no interest in changing. She may even be "successful" and feels her behavior is working fine for her (e.g. a bully). If she doesn't care to change, coaching is a waste of time and resources.

_____ 3. **He is pursuing the wrong strategy for the organization.** If he is already a long way down the wrong road, in the wrong direction, the only thing coaching will do is help him get there faster.





_____ 4. **They're in the wrong job.** Sometimes people feel that they're in the wrong job with the wrong company. They may believe they're meant to be doing something else or that their skills are being misused. Here's a good way to determine if you're working with one of these people. Ask them, "If we shut down the company today, would you be relieved, surprised, or sad?" If you hear 'relieved,' you've got yourself an unhappy employee. It's extremely difficult to change the behavior of unhappy people so that they become happy. You can only fix behavior that's making people around them unhappy. You may want to try a referral to EAP or maybe it's time to let them go.

_____ 5. **They think everyone else is the problem.** Coaching is not about "fixing" everyone else. It's nearly impossible to help people who think someone else is the problem.

Coaching vs. Corrective Action vs. EAP Referral.

If you have determined that someone is not coachable, proceed with corrective action. Be straight forward and address the job performance issue and be clear about expectations and the timeline for improvement. You don't do anyone any favors by allowing poor performance to continue.

Sometimes the issue that your employee is grappling with may be related to a personal or even psychological problem, especially if it is a general behavior rather than a specific skill. Remember to remind, recommend and/or refer the employee to EAP services. If you are unsure or uncomfortable with the EAP Referral process, call Best Care, visit with your HR Department and/or attend one of our Best Care EAP Employer Referral Training Programs (also available via webinar on www.BestCareEAP.org). A referral to EAP can help turn poor performance around and return the employee back to work a more productive and healthy member of your team.

Best Care Coaching services are available at the preferred client rate of \$200.00 per hour. If you would like more information about Best Care Coaching services, please call 402.354.8000 or 800.801.4182.