

LAW OF LIMITED PERFORMANCE

MYTHS ▶ FACTS ▶ STRATEGIES

1

MYTH: *A manager's job is to run the operation.*

▶ **FACT** A manager's job is to run the operation AND to coach others to ensure they are equipped and empowered to contribute toward operational and personal goals. ▶

STRATEGIES

STRIKE A BALANCE

- Invest now to have more time later.
- Make coaching part of your daily routine.
- Keep your head up for coaching moments.
- Coach in the field.

2

MYTH: *Coaching is for low performers.*

▶ **FACT** Coaching benefits all performers, regardless of their current performance level. ▶

STRATEGIES

COACH EVERYONE

- For low performance, turn mistakes into learning – building employee confidence and competence.
- Recognize and reward strong performance – providing specific details on why.
- Encourage ALL employees to set and achieve goals – just outside current belief boundaries.

3

MYTH: *It's not part of our culture.*

▶ **FACT** It may not be part of your culture, but it's part of your job as a leader to develop others. ▶

STRATEGIES

MODEL THE WAY

- Don't let others' lack of commitment influence yours.
- Set the example for helping others bring their best selves to work.
- Start a trend; start it now.

4

MYTH: *Coaching is confrontational.*

▶ **FACT** Coaching is not confrontational, it's conversational. ▶

STRATEGIES

KEEP IT CALM & COLLABORATIVE

- Choose a good time and place.
- Manage emotions.
- Focus on the behavior, not the person.
- Communicate your intention.
- Ask for input and listen.
- Respond to challenges with a solution-focused mindset.
- Describe the positive outcome of the desired behavior.

5

MYTH: *The person has reached their potential.*

▶ **FACT** With the right beliefs and support, a person is ALWAYS capable of growing. ▶

STRATEGIES

BREAK THE LAW OF LIMITED PERFORMANCE

- Listen for perceived limitations and view of abilities to pinpoint current belief boundaries.
- Set goals beyond those barriers.
- Communicate a sincere desire to help them succeed.
- Hold them accountable.
- Use outcomes to build belief – both yours and theirs.