



MY *Coaching* WORKBOOK

Learn the strategies to become a successful and influential coach, and develop a strong and cohesive team.



VLF Spa Consulting
INTERNATIONAL



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Hello, I am Verena



In 2007, I became the manager of the Four Seasons Hotel George V's Spa, despite only having received two massages in my life prior. The first six months were extremely challenging, but I learned much over the past two decades about the dos and don'ts of wellness operations that I want to pass on to you.

The strategies outlined in this workbook are simple yet powerful when implemented consistently. I created this coaching workbook as a tool I wish I had when starting my career in Spas. For more inspiration and resources, check out my [Blog Post on Coaching for Success](#).

It's an honor to share my expertise with you.



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Read before you start
You are here right if



You want to improve individual and team performance.



You aim to develop and enhance your team members' skills and competencies.



You desire to increase employee engagement and job satisfaction.



You wish to provide support and guidance for career growth and development.



You choose to identify and address challenges and obstacles in a proactive manner.



You would love to create a positive and productive work environment.



Understanding WORKPLACE COACHING

What it is and how to use it effectively? Chances are, you've heard conversations surrounding workplace coaching. You might have even been coached in the past or used coaching to boost someone's performance without recognizing it as such. But what exactly is coaching, and how should you implement it? Moreover, what skills do you need to become an effective coach?

Coaching is an effective method for enhancing skills and performance. Coaching is a valuable tool that can help improve individuals' skills and abilities and enhance their overall performance. Additionally, it can be used to address any issues or challenges before they escalate into serious problems.

About Coaching

During a coaching session, the coach and coachee (i.e. one of your team members) engage in a conversation that aims to help the coachee arrive at their own solutions. This approach is effective as people are more inclined to engage with solutions that they have discovered themselves, rather than those that are imposed on them.

Importance when Coaching

The key to successful coaching is open communication. For coaching to be effective, coachees must be able to openly discuss every aspect of an issue or challenge with their coach. It is crucial for the coach to listen to personal problems or private information that requires confidentiality.





Coaching Questions

Improve your coaching with these powerful questions!

Asking these coaching questions (or similar ones) will help you better understand the needs of your team members, thereby enhancing your ability to guide them effectively.

Qs1

Comprehending Employee Motivations

.....
Tell me about what's going on right now.

.....
What are some alternative strategies you've tried?

.....
Tell me about some challenges you face.

.....
How far have you advanced since our last meeting?

Qs2

Exploring factors that can contribute to their success.

.....
What are some of the steps you think you want to take next?

.....
Can you tell me about some of the steps that you've already taken?

.....
Tell me about a great first step you can take to change the situation.

.....
How do you think I can help you with this obstacle?

Qs3

Delving into Potential Solutions

.....
What are some of the steps you're considering taking now?

.....
What's the real challenge here for you?

.....
Tell me about some areas in which you think you can improve.

.....
Would splitting this goal into smaller objectives be a helpful step?

Qs4

Key Questions to Set Realistic Goals

.....
Tell me about some of your current professional goals.

.....
What are your reasons for wanting to achieve these goals?

.....
Is there something in your work life that you'd like to change?

.....
What would you like to gain from your career?



“Good leadership isn’t about advancing yourself. It’s about advancing your team.”

– JOHN MAXWELL

The utilization of coaching in the workplace can be an incredibly powerful tool to enhance productivity, efficiency, and accuracy both on an individual and team level.

The Best Ways for Coaching an Employee in the Workplace

Developing your coaching abilities can greatly enhance your capacity to motivate, train, and guide your employees so you can bring out the best in your team.

How to coach employees effectively

Although coaching processes can differ based on the coach, employee, organization, and goals, there are some general steps to follow for an effective coaching experience. These steps include:

1. Praise achievements and growth
2. Identify any performance issues they're facing
3. Explain why this change or development is important
4. Ask the employee for their perspective
5. Identify barriers to improvement
6. Collaborate on solutions
7. Set SMART goals with them (use Worksheet)
8. Write out the goal's action plan (use Worksheet)
9. Set a date to follow up
10. Revise the goals and plan



Stay authentic





SMART GOAL

Setting professional goals for yourself is one way to ensure you're always learning and striving to accomplish something new.



SPECIFIC



MEASURABLE



ACHIEVABLE



RELEVANT



TIME-BOUND



Goal Action Plan

MY GOAL

MOTIVATION

START DAY

DURATION

END DAY

MY PLAN

ACTION STEPS

01

02

03

04

05

ROAD BLOCK

REACTIVATE GOAL

MY IMPRESSIONS



COACHING IS
UNLOCKING A
PERSON'S
POTENTIAL TO
MAXIMIZE THEIR
GROWTH.

-John Whitmore





Important steps for a successful coaching

1

Active Listening Communication

Learn how to listen to your team members and understand their perspectives and needs.

2

Communication

Develop your communication skills to effectively convey your ideas and goals to your team members.

3

Motivation

Discover how to motivate your team members and keep them engaged and inspired.

4

Goal Setting

Learn how to set realistic goals and create actionable plans to achieve them.

5

Delegation

Learn how to delegate tasks effectively to maximize productivity and foster a sense of trust and responsibility within your team.

6

Building Trust

Establish trust and respect with your team members to create a positive and supportive work environment.

Coaching Preparation Worksheet:

To get started on coaching your employees, please select three individuals you would like to work with on the following worksheet. Plan out your initial coaching meeting by drafting a set of questions to ask them.



Coaching Preparation

1

EMPLOYEE NAME

QUESTIONS

01

02

03

04

05

MY IMPRESSIONS

2

EMPLOYEE NAME

QUESTIONS

01

02

03

04

05

MY IMPRESSIONS

3

EMPLOYEE NAME

QUESTIONS

01

02

03

04

05

MY IMPRESSIONS



Important do's & dont's for your coaching

DO'S

- ✓ Prioritize developing a trustworthy relationship before initiating any coaching.
- ✓ Set realistic deadlines to keep your employees motivated.
- ✓ Determine what your employees consider important and where they want to direct their efforts, it's essential to ask questions about their objectives.
- ✓ Understand the importance of adapting your strategies to suit the individual you are coaching.

DONT'S

- ✗ Coaching is more than simply telling employees they need to improve their communication, work ethic, or achieve certain goals.
- ✗ Without setting firm deadlines, discussing a plan alone is not enough to hold all parties accountable.
- ✗ It's a well-known fact that managers have packed schedules, making coaching a time-consuming task and excuse. Be ready!
- ✗ Are you delaying becoming a mentor because you're waiting for the right time or person? Now is the moment to toss aside those excuses and seize the opportunity to mentor.

QUICK NOTES

Q

Frequently Asked Questions



Q1

How is coaching different from training or teaching?

In training and teaching, the instructor imparts knowledge and skills to the learner and is seen as the authority figure. However, in coaching, the coach poses the right questions to guide the individual and explores the present to help design a better future for them.

Through this process, the team member learns and grows, but not through direct instruction.

Q2

What are benefits of coaching to individuals and organisations?

When individuals are clear about their goals and overcome any obstacles that hinder their progress, they can pursue their aspirations with passion.

This approach can lead to a more fulfilling and content life in all areas. Additionally, this clarity and zeal can translate professionally, resulting in enhanced effectiveness, skills and ultimately better outcomes.

Q3

What are coaching questions and why should leaders ask them?

As a manager, communicating with your employees can be challenging.

That's why incorporating powerful coaching questions into your management style can be so beneficial. By asking open-ended questions, you can guide your team members to find their own solutions, learn new skills, tackle obstacles, and develop professionally.

A



Don't miss these inspiring resources

SPA & WELLNESS BLOG

An inspirational Blog for Spa Leaders with the intention of inspiring Spa professionals to achieve greatness. My words of encouragement will naturally lead you towards actions that elevate and enhance your Spa. Discover all topics [HERE](#).

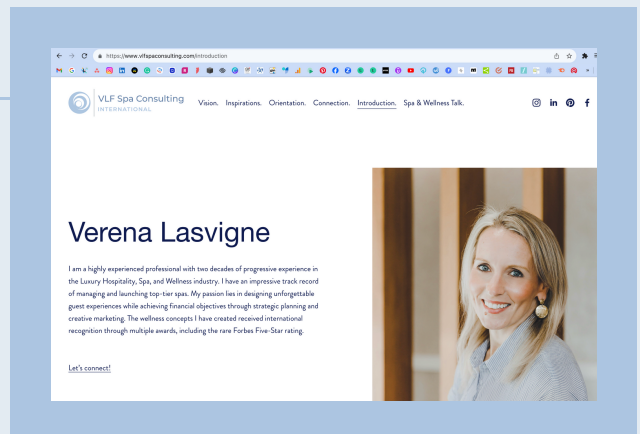


SPA & WELLNESS TALK

A series for Spa Leaders to find ideas and answers to challenges. Industry experts have been invited to share their experiences and provide you with practical solutions to your inquiries. Watch the talks [HERE](#).

RESOURCES

Our free resources are designed to help you take your spa business to the next level. Gain valuable insights and knowledge on various aspects of spa management. Get practical tips and advice that you can implement right away to improve your business. Explore them [HERE](#).





Thank you and keeps in touch

Verena Lasvigne



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