## RIT

## Learning Kit: Be a Coach

Because "coaching" is a common term used in everyday conversations (e.g. sports), leaders may dismiss it as something other people do or something only leaders in other professions do. This couldn't be further from the truth. According to a 2019 survey in Chief Learning Officer Magazine, the top desired skill for front-line managers was coaching. It continues to find its way to the top of leadership skillsets – and is credited with improving results, increasing creativity and innovation, enhancing employee capabilities and advancing careers.

"Coaching is unlocking a person's potential to maximize their own performance. It's helping them to learn rather than teaching them. Through coaching, you help people become more selfaware. You turn experiences into learning opportunities. You reinforce strengths and explore challenges."<sup>1</sup> It's the art of drawing forth potential by listening, asking the right questions and allowing space to uncover or discover answers. Great coaches don't provide answers, they offer the opportunity for answers to reveal themselves. And when they do, research shows that what's learned gets acted on. Someone once said; "no one argues with their own data". In the same way, when answers come from within they are more readily accepted. Want to help your employees unlock their potential? Be a coach.

