

# 8 Steps in Remote Coaching

1

**Make a pointed effort to develop relationships.**

2

**Schedule regular coaching sessions.**

3

**Ensure both parties have a clear grasp of the coaching session objective.**

4

**Select the best technology for coaching session.**

5

**Remove all distractions.**

6

**Use active listening and verbal cues to ensure understanding.**

7

**Set clear objectives for next coaching session.**

8

**Discuss follow-up.**

More and more managers are coaching employees that are not housed in the same physical location.

The most successful managers use the same techniques for remote coaching as they do with their face-to-face coaching sessions.

**Ensuring both parties are engaged and understand the objective of the coaching session is paramount.**



**Adult and Family Services**

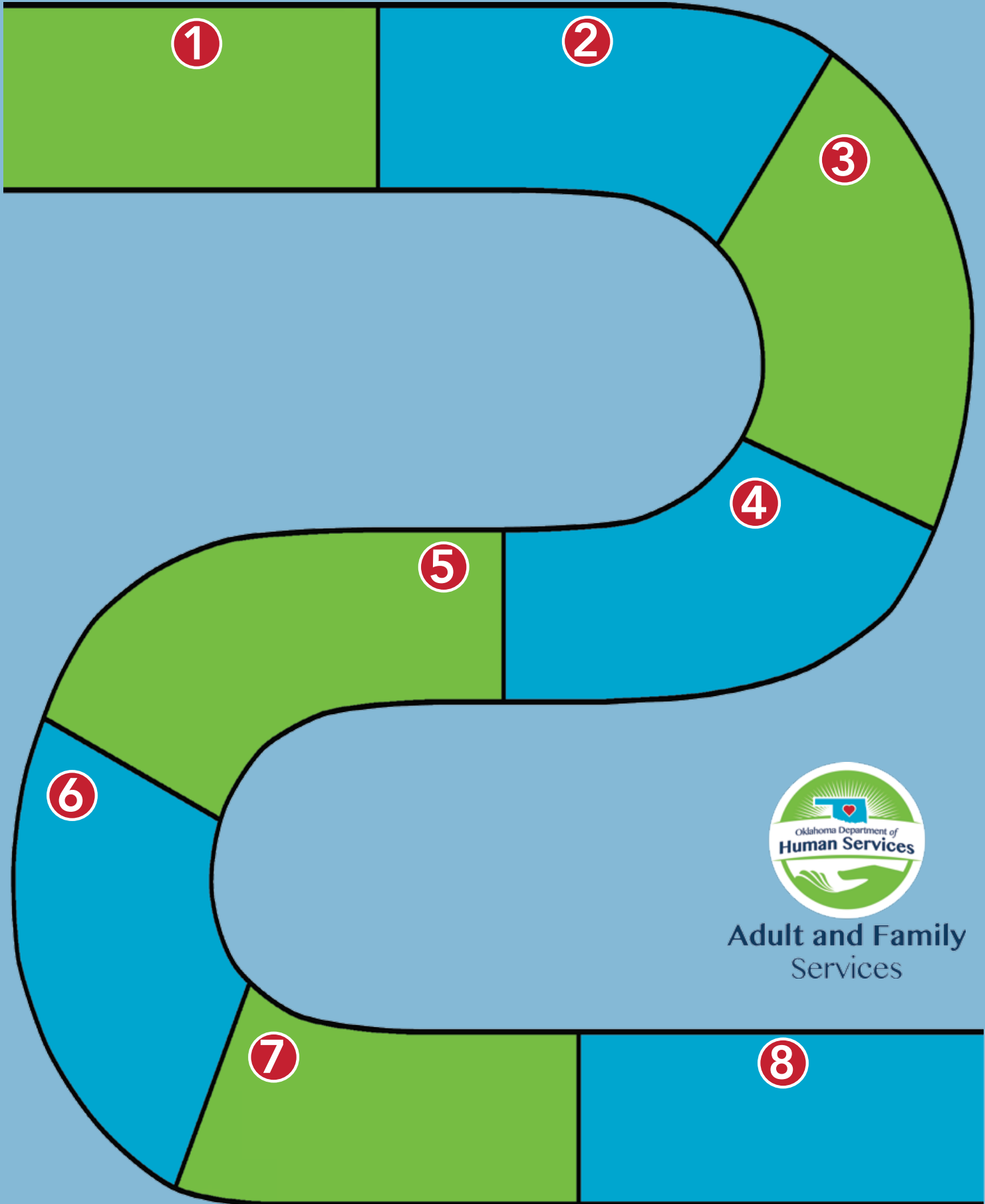
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## Process: Remote Collaborative Coaching

Collaborative Coaching focuses on the relationship between supervisor and employee. This relationship does not have to be developed or maintained in person. There are technologies and techniques available to assist coaches with developing their employees from remote locations.

Inputs:	Components:	Criteria:	Considerations
Develop Relationship	<ul style="list-style-type: none"> <li>Coaches must make special efforts to develop relationships with employees that are not housed in the same physical location.</li> </ul>	<ul style="list-style-type: none"> <li>Make time to schedule regular interactions with remote employees to build better relationships.</li> <li>Be clear that you are still able to provide support for your remote employees</li> <li>Take 5 minutes at the beginning of each contact for small talk to build rapport.</li> <li>Use phone calls, instant messages and emails to stay connected.</li> </ul>	<ul style="list-style-type: none"> <li>What are some strategies for staying connected with your remote employees?</li> <li>How can you ensure your remote employees feel supported when you are not with them?</li> <li>How can you make sure each interaction with your remote employees are personalized?</li> </ul>
Stay Engaged	<ul style="list-style-type: none"> <li>Show your commitment to your remote employees' performance and professional development by being engaged and attentive in all encounters.</li> </ul>	<ul style="list-style-type: none"> <li>Shut office door, close other computer applications, and minimize distractions.</li> <li>Use tools such as Remote Desktop Viewing and speakerphone.</li> <li>Concentrate on listening to the discussion and recognizing any implied rejection, resentment or problems.</li> <li>Stay on topic.</li> </ul>	<ul style="list-style-type: none"> <li>Do you and your remote employees hear and understand each other during remote coaching sessions?</li> <li>What can you do to mitigate the risks when remote coaching, such as the tendency to multi task during coaching sessions?</li> </ul>
Set Goals	<ul style="list-style-type: none"> <li>The process of setting goals should be a collaborative process between an employee and his or her manager and this is true whether being done remotely or face-to-face.</li> </ul>	<ul style="list-style-type: none"> <li>All goals should be able to be measured remotely.</li> <li>Make sure remote employees understand what is expected of them and how to deliver.</li> <li>Ensure remote employees have the tools, resources, and access required to meet their goals.</li> </ul>	<ul style="list-style-type: none"> <li>What technology will be required to monitor progress toward the set goal?</li> <li>Do your remote employees understand how their specific goals relate back to their unit, AFS and DHS as a whole?</li> </ul>
Follow-up	<ul style="list-style-type: none"> <li>Follow-up is critical in building trust in a remote relationship. Follow-up contacts can help confirm and solidify what was said during a virtual meeting ensuring follow through.</li> </ul>	<ul style="list-style-type: none"> <li>Determine preferred method of contact with employee.</li> <li>Make time regularly to check in on employee to provide support.</li> <li>Plan out next steps. (Gemba walk, coaching session, etc.)</li> </ul>	<ul style="list-style-type: none"> <li>What does each party need to do when they are offline?</li> <li>How will you ensure you follow through on items assigned during a remote coaching session?</li> <li>How will you and your employee know when the goal or objective has been reached?</li> </ul>



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