

Dealing with Challenging Coaching Situations

Here are the three basic rules every coach should follow:

1. Never let great work go unnoticed. When you see it, say it and appreciate it.
2. Never let poor work go unnoticed. Make your comments privately, but be positive.
3. Use the two-minute challenge:
 - State what you have discovered.
 - Wait for a response.
 - Remind them of the objective.
 - Ask for a specific solution.
 - Agree together on a solution that both of you can accept.