

Make the shift from traditional manager to coach manager
 Contact Tom Heck today
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From Manager to Coach Ways to Shift

From Manager	To Coach
Managing merely for results	Developing the strengths of the employee
Controlling the employee's actions	Empowering them to take better actions
Creating adrenaline through deadlines	Fostering a culture of early delivery
"You report to me"	"Tell me how I can help"
Manager as boss/parent	Self-directed workgroups
Manager saying, "It's your job"	Manager saying, "It's my responsibility"
Manager saying, "I'm watching you"	Manager saying, "You're my customer"
Creating fear or consequences	Creating a safe, fearless space for risk taking
Babysitting the employees' smallness	Challenging the employees to be great
Maintaining current trends or status quo	Leading the charge for continuous improvement
Dependent/independent relationship	Inter-developmental relationship with staff
Pointing out failures or errors of staff	Endorsing effort and growth
Pushing for action and responsibility	Expecting initiative and offering training for this
Meeting the needs of the company	Contributing significantly, more than was asked
Being the source of approval	Being the source of endorsement / challenge

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Being promoted only for results	Increasing value at very level
Solving all the problems	Help staff solve and prevent problems
Pressing for more of the same	Reinventing a whole different approach / shift
Asking an employee to change behavior	Asking an employee to shift / grow who they are
Tiptoeing around staff problems	Asking the straight questions no one is willing to
Telling staff how to conduct themselves	Being an extraordinary model in every way
Being patronizing or critical	Being unconditionally constructive, yet say it all
Succumbing to apathy, disappointment	Creating opportunities in the face of none
Tolerating staff performance	Substantially raising new standards
Solving problems well	Creating a problem free zone
Accepting the staff's goals	Requesting they double their goals
Trying to figure out how to manage	Asking staff how they are best managed
Trying to be too nice	Having an opinion and expecting one from others
Being helpful to a fault	Having the edge and using it
Accepting excuses	Holding staffers responsible
Not having a life outside work	Having it all, with work in perspective