

Enhancing Working Relationships To Improve Profitability

(b) Reflective listening

- 'So what you're saying is...'
- 'It sounds like...'
- 'If I'm understanding you correctly.....'

4. Demonstrating



I do

Show your apprentice (go slowly, explain, encourage questions, repeat)

We do

Your apprentice is 'hands-on', with your guidance (ask questions, give prompts and feedback)

You do

Your apprentice does the task (monitor, provide feedback, check understanding)

5. Giving feedback



- Body language
 - facial expressions, smiling, frowning
- Brief comments
 - 'good work', 'great', 'not quite'
- Guiding comments
 - 'you're doing really well', and
 - 'maybe you could...'
- Stick to the facts (what have you observed?)
- Explain the consequences
- Let your apprentice respond
- Recognise positives and give praise where deserved

ENHANCING WORKING RELATIONSHIPS TO IMPROVE PROFITABILITY



The 5 elements of coaching



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Enhancing Working Relationships To Improve Profitability

How enhancing your working relationships can improve your profitability:

Create better apprentices with increased productivity

Reduce employee turnover

Build loyalty to you and your business

Overcome costly & time-consuming performance problems

Strengthen employees' skills so you can delegate & focus on running your business

The 5 elements of coaching are:

1. Building rapport



2. Questioning



3. Listening



4. Demonstrating



5. Giving feedback



1. Building rapport

- Take time to get to know your apprentices
- Find common ground & appreciate differences
- Be empathetic, open & honest
- Encourage and provide challenges



2. Questioning

Use open-ended questions

- 'What do you think is the problem?'
- 'Why do you think that is happening?'
- 'How do you think we could fix it?'
- 'What would you do next?'



3. Listening

(a) Active listening

- Maintain eye contact
- Nod
- Smile
- 'Yeah' or 'mmm'

