

>> Janelle: So that's going to bring us to our final segment, the Coach's Corner.

As we already mentioned, this will be our recurring segment that will hopefully give you some tips on how to be a better coach for your employee.

>> Don: The concept of a coach is not new to any of us.

We've all had them throughout our lifetimes.

However, the concept of being a coach as a supervisor could be new for some folks.

Think about when you were a kid.

We're growing up and on a ball team.

You had a coach on the team.

The coach helped you learn the game as you were growing up.

They gave you opportunities to practice the skills before the game started.

They went ahead and wrote the lineup so you know who was going to do what and what positions they were going to play.

During the game, the coach gave you guidance also to help you be more effective.

That's what we're talking about as a supervisor you help coach your employee to help make them be more successful by employing many of the same skills.

>> Janelle: If you're a supervisor who has an employee you will help them learn the basics of their job, you will hopefully give them some opportunities to grow in those skills and you will assign some work based on their current skills and their motivation to learn.

You are going to coach them and help them hopefully succeed in their position and in essence you are their

coach.

>> Don: And the Coach's Corner is designed to give you some of those tips every episode.

So for the first one we're bringing you Carol Adams.

Carol is a course leader here at NCTC.

She works with Janelle and myself in the supervision and employee development team, and Carol is the creator and primary instructor of our course, coaching for effective performance.

I hope you enjoy what she has to share with you.

>> Carol: Thanks, Don.

Hi, folks.

Welcome to the Coach's Corner.

Today's coaching tip is on reinforcing feedback.

When you see an employee doing something that you really appreciate, you want to tell them about it, no matter how big or how small that is.

The purpose is to encourage employees to continue to exhibit those behaviors, those attitudes, those actions, positive, that we want to see them do more and more of.

That's why it's called reinforcing feedback.

It's also a way of recognizing employees for doing a great job.

And we all like recognition.

The model that we use here at NCTC is called "situation behavior impact."

It comes from the center for creative leadership, and it's used nationally and internationally in their

Leadership courses, and we use it in our coaching and our supervisory and Leadership courses here.

Let's take a look at the model.

It's called SBI, which is an acronym, which we all should be really familiar with by now.

We have tons of acronyms in the Fish & Wildlife Service.

So situation... situation is describing the situation where the observed behavior occurred.

Behavior... describe the person's behavior that you observed, that physical action that they were doing.

And then share with them the impact of their behavior on you and others present.

Let me give you an example.

Joe this morning in the visitors center, when that large group of visitors arrived, the smile on your face and the enthusiasm in your voice as you provided the information on the touring areas made them feel welcomed and made a good first impression.

I overheard them say as they were going out that they wanted to be sure and tell their friend about what a great place this was to visit.

I really appreciate what you do and thank you very much for that.

I could have said, Joe, thanks for the great job with the visitors this morning.

Doesn't have quite the same impact as using the situation, behavior, impact model.

When we provide reinforcing feedback, what we're doing is we're creating a positive work environment for folks.

And when we have a positive work environment, it increases their motivation and the morale, and it helps us retain good employees.

It gives them a competitive edge, gives us a competitive edge for retaining those employees, and, of course, it helps increase productivity, which includes quality and quantity.

That's what it's all about.

Because with these things in place, we can help the service accomplish the mission.

That's it from the Coach's Corner today.

Thank you and hope to see you again.