

# COACHING VIRTUALLY

## BEST PRACTICES

1. **Establish trust** and a personal connection.
2. **Allow time for thinking and reflection**, don't be tempted to fill every silence.
3. **Use a range of media and technology** for formal and informal coaching and let people choose the method they prefer: it is possible to coach in two minutes over instant messenger.
4. **Minimize distractions** and do not multi-task during a coaching session.
5. **Provide Continuous Feedback and Communication.** Managers should use regular conversations to check in and provide feedback. This helps employees feel seen and understood and provides an opportunity to communicate organizational priorities.
6. **Ask More Than Tell.** One of the most powerful ways to do this is by asking questions and listening more than telling them what to do. To do this, ask three simple questions: "What's working?", "Where are you getting stuck?", and "What can you do differently?"
8. **Meet your team members where they're at.** Coaching isn't a one-size-fits-all endeavor. Remain flexible and use different coaching styles.
9. **Recognize what's going well.** Coaching requires a balance of criticism and praise. take the time to think about specific things that are going well, and let your employees know that you see and appreciate them
10. **Talk about next steps.** Coaching conversations are meant to yield changes and results, clearly define and outline what needs to happen next. This will ensure you and your employee are on the same page with expectations and provide them with a clear understanding of the practical steps they can take to make changes and improve.
11. **Ask guiding questions.** You guide a conversation by asking open-ended questions which lead to more detailed and thoughtful answers. Employees learn and grow the most when they uncover the answers themselves.



## KEY RESOURCES

- [Coaching Mindset: the Push and the Pull](#)
- [Push/Pull Continium Infographic](#)
- [Virtual Coaching Skills](#)
- [Coaching and Engaging Your Remote Employees Online](#)
- [6 Key Skills You Need for Virtual Coaching Conversations](#)
- [Remote Coaching and Feedback \(3 min\)](#)
- [Find the Balance Between Coach and Therapist](#)

## ADDITIONAL RESOURCES

- [How To Give Virtual Feedback Effectively](#)
- [7 Easy-to-Implement Tips For New Leaders Of Virtual Teams](#)
- [Developing The Coaching Skills Of Your Managers And Leaders](#)

## SELF-EVALUATION

- [Test Your Coaching Skills](#)