A coach is:

• A facilitator who works with you and your team to develop your skills
• A trainer who passes on knowledge
• An expert in Quality Improvement (QI) who improves your understanding of QI principles and tools
• Someone who helps you develop both professionally and personally

Questions & Answers
for coaches to support the progress of their team
Improving Performance

1. Do the team members know if their performance is satisfactory or not?
   - If no, give them feedback.
2. Do team members know their responsibilities?
   - If no, describe their responsibilities to them.
3. Do team members know how to perform their job functions?
   - If no, train them on the necessary skills.
4. Do they know why they need to be doing it?
   - If no, explain why it is important.
5. If their performance is unsatisfactory, could the team members improve if they wanted to?
   a. If yes, discuss their performance with them in order to change their behavior.
   b. If no, wait to address the issue or only address the aspects they have control over.

Identifying and Overcoming Obstacles

1. Do obstacles outside of their control prevent the team from improving?
   - If yes, identify and remove the obstacles.
2. Do certain individuals block the progress of the team’s work?
   - If yes, talk with that person and encourage them to hold back.
3. Do they consistently think that their ideas are the best?
   - If yes, convince them to allow others to provide ideas as well.
4. Do they think that your suggestions will not work?
   - If yes, convince them to try others’ suggestions a few times.
5. Do they think that other things are more important than their work on the team?
   - If yes, discuss with them how team work might make their work easier.

Assessing Consequences

1. Are there positive consequences for individuals if the team performs well?
   - If no, provide positive reinforcement to individuals and the team.
2. Are there negative consequences for individuals if the team performs well?
   - If yes, identify and remove the negative consequences.
3. Does the team think there will be negative consequences if they perform well?
   - If yes, identify their concern and address it.
4. Is the team not performing despite the existence of the appropriate consequences?
   - If yes, change the type of consequence.
5. Is the team not performing without the existence of any negative consequences?
   - If yes, apply some type of consequence for poor performance.