

# COACHING SESSION

**OUTCOME:** \_\_\_\_\_

"Today I would like to discuss \_\_\_\_\_."

## ASK QUESTIONS:

Question: \_\_\_\_\_ ?

Question: \_\_\_\_\_ ?

## LISTEN & ACKNOWLEDGE:

*(Repeat back what they say)*

## HOLD PEOPLE ACCOUNTABLE:

*(Have them own the problem)*

"What will you do about this?"

"By when?"

"How will I know?"

## BONUSTIPS

Do not sit across a desk from them:

- Go to a neutral place
- Sit beside them

If THEY say it, they own the action:

- Make them say what the issue is
- The power is in their admission verbally



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## COACHING SESSION (BABY BOOMER)

**OUTCOME:** Show up for scheduled shifts

"Today I would like to discuss your attendance."

### ASK QUESTIONS:

Question: I know this job is important to you, please share with me why you are not showing up for your shift.

Question: As your manager, I need you to understand how important it is to have you show up for work. What is keeping you from being here?

### LISTEN & ACKNOWLEDGE:

*(Repeat back what they say)*

### HOLD PEOPLE ACCOUNTABLE:

*(Have them own the problem)*

"What will you do about this?"

"By when?"

"How will I know?"

### BONUSTIPS

Make sure you are face-to-face

Be one-on-one with them

Do not sit across a desk from them:

- Go to a neutral place
- Sit beside them

If THEY say it, they own the action:

- Make them say what the issue is
- The power is in their admission verbally



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# COACHING SESSION (GENERATION X)

**OUTCOME:** Show up for scheduled shifts

"Today I would like to discuss your attendance."

## ASK QUESTIONS:

Question: What is going on with your attendance?

Question: When you are here, you do great work.  
How can we make sure you are here to do that?

## LISTEN & ACKNOWLEDGE:

*(Repeat back what they say)*

## HOLD PEOPLE ACCOUNTABLE:

*(Have them own the problem)*

"What will you do about this?"

"By when?"

"How will I know?"

## BONUSTIPS

Sit down and address the problem when it occurs, don't wait

Be direct and blunt with them

Do not sit across a desk from them:

- Go to a neutral place
- Sit beside them

If THEY say it, they own the action:

- Make them say what the issue is
- The power is in their admission verbally



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# COACHING SESSION (GENERATION Y)

**OUTCOME:** Show up for scheduled shifts

"Today I would like to discuss your attendance."

## ASK QUESTIONS:

Question: We really want you to be a part of our team, what is keeping you from doing that?

Question: How does not showing up for work affect your team? What can we do to make sure you are here with us?

## LISTEN & ACKNOWLEDGE:

*(Repeat back what they say)*

## HOLD PEOPLE ACCOUNTABLE:

*(Have them own the problem)*

"What will you do about this?"

"By when?"

"How will I know?"

## BONUSTIPS

They do not like difficult conversations

They are collaborative and connect to teams

Do not sit across a desk from them:

- Go to a neutral place
- Sit beside them

If THEY say it, they own the action:

- Make them say what the issue is
- The power is in their admission verbally



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## COACHING SESSION (GENERATION Z)

**OUTCOME:** Show up for scheduled shifts

"Today I would like to discuss your attendance."

### ASK QUESTIONS:

Question: What is going on with your attendance?

Question: We need people to show up for work, so we can take care of our residents. How can we make sure you get here for your shift?

### LISTEN & ACKNOWLEDGE:

*(Repeat back what they say)*

### HOLD PEOPLE ACCOUNTABLE:

*(Have them own the problem)*

"What will you do about this?"

"By when?"

"How will I know?"

## BONUSTIPS

Be brief

Share the "why" behind the decisions

Do not sit across a desk from them:

- Go to a neutral place
- Sit beside them

If THEY say it, they own the action:

- Make them say what the issue is
- The power is in their admission verbally



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