



# MindTeam Solutions

*Proven Techniques You Can Use to Communicate, Cope, and Lead in Uncertain Times*

## Coaching & Delegation

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1. **Be quiet.** Avoid jumping to conclusions. Pause before responding.
2. **Involve the person you coach** in identifying issues and setting goals. Likewise, involve her or him in solving problems and making decisions.
3. **Set high standards.** The standards you set and emulate are the most you can expect from your people.
4. **Define what “positive results” look like** and how performance is measured and tracked with the person.
5. **Explain why a particular approach is being taken**, especially if the approach differs from that which was mutually determined.
6. **The more you delegate to others, the more others learn.** Provide resources so that others can succeed. Develop your own succession plan by delegating to and growing others.
7. **Involve people in your thinking** so that others will know, understand, learn, and support the process leading to a particular decision.

*“I keep six honest serving [men]. They taught me all I knew. Their names are What and Why and When, and How and Where and Who.”– Rudyard Kipling, From “Just So Stories”, 1902*



**MindTeam Solutions, Inc.**

*Great things happen when groups get together!*

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Tips from “Stuff for Busy People” pocket reference book series