One better coaching conversation.

Prepare one specific conversation. Listen before deciding what the person needs. Leave with a clear next action and a time to check it.

The situation: A restock was unfinished at shift change. No one named who would finish it, so the incoming team discovered the gap during the rush.

01 Name the standard.

What should happen in this task or situation?

“At handoff, we name any unfinished work and who owns it.”

02 Describe what you observed.

Use what you saw or heard, without guessing intent.

“Yesterday, the restock was left open without an owner. The next team had to stop and work out what was missing.”

03 Ask for their perspective.

Ask one question, then allow a full answer.

“Walk me through that handoff.” Listen for unclear expectations, a skill gap, workload, or missing support. Check your understanding.

04 Agree on one next action.

Invite their plan; confirm the action and your support.

“What will you do at the next handoff?” Agree: name the open task and its owner; the receiving person repeats it back. Practice once if needed.

05 Check the next attempt.

Choose a specific time and visible evidence.

“At tomorrow’s shift change, we’ll check that each open task has a named owner.” Notice progress and adjust any part that is still unclear.

Safety first: Correct an immediate safety problem before beginning the coaching conversation.

Plan it. Try it. Follow through.

Choose one everyday performance situation. Keep this worksheet private and use roles instead of employee names.

1 / STANDARD

What should happen? State the task or behavior clearly.

2 / OBSERVATION + IMPACT

What did you see or hear? What effect did it have?

3 / ONE OPEN QUESTION

What will you ask? What do you need to understand?

4 / NEXT ACTION + SUPPORT

What will the person do? What will you provide or clarify?

5 / FOLLOW-UP

When will you observe the next attempt? What will show progress?

Practice with guidance. Explore Peak Shift's live Foundations coaching class for expectations, feedback, questions, and follow-through.

Explore the Foundations class at peakshiftops.com