

**Coaching Tip of the Month for Supervisors**

**More Tips and Best Practices in Goal Setting**

**Strategy:** Ask questions about alternative strategies:

* “Is there another way you can achieve this goal?”

**Why it works:** Sometimes a staff member wants to achieve something using resources that are not available. If supervisors respond to resource requests with statements like “we don’t have the time,” “there is no funding” or “that is not critical to your core job function” staff feel unsupported and may get angry. Use powerful questions to show commitment to the person, even if you can’t commit to the additional resources. Consider using a driving analogy: If a highway is closed, what back roads or side streets can you use? Show you are on board with the destination, but that the staff member will have to think of another path to get there.

****

**Strategy:** Ask questions about the timeframe:

* “What do you want to do in the next two weeks?”

**Why it works:** Using a powerful question brings focus to immediate action; people tend to be more practical about what they can accomplish in a day than a year. If an employee does not accomplish a task in the allotted period of time, that experience will provide him/her with feedback on barriers, and needed resources to be successful in the future. Lived experience is more impactful and valuable than their supervisor’s opinion, so allow for these short term mistakes. But also, be prepared to be surprised! If the employee does accomplish the goal, you will have more information and can adjust your own expectations.

**Strategy:** Ask staff to tie their goals to the big picture goals of the group:

* “How will this impact the organization or team?”
* “How will this contribute to our mission to serve our clients?”

**Why it works:** Most of the time, staff goals will already be somewhat aligned to a greater purpose. Explicitly making that connection is proven to increase motivation and dedication in employees. Additionally, if you always ask these questions or questions like it, on the rare time where the goal is not in alignment with the goals of the job or organization, the staff member can come to this realization on their own.