

Time Management - Bite-size1 Page Resource

Having Empowered Conversations 'On The Go'

Busy leaders can often fall into the habit of taking challenges and issues from their team members for a number of reasons (feeling time pressure - 'just leave it with me', feeling pressurised to help, rescue or remove stress - 'don't worry, I'll fix it.')

This adds to your own stress levels and misses the opportunity to foster feelings of empowerment in the team member - learning they can fix, solve and overcome challenges can be incredibly empowering.

The OSKAR model is a performance coaching model, and one that can, with practice be used to encourage ownership of both the challenge and the solution by your team members. It can be used as a quick conversation 'on the go' tool.

O.S.K.A.R. 5 Minute Coaching

Outcome? Encourage them to specify the ideal outcome would be when they present their problem or issue - 'so what would be a good result for you here?' 'What would that look like?'

Scaling How far from the ideal outcome are you? On a scale of 1 to 10 (10 being the ideal outcome), what number are you now?

Know How? If a '4' for example, focus on getting to a 5 or 6. What do they already know? What can they do? What solutions can they identify? Support and suggest if they struggle

Action? Encourage them to identify 2 or 3 things they can do now to move themselves forward - to get to 5 or 6.

Review Agree that you will check in with them - decide when is appropriate and encourage them to let you know if they struggle in the meantime.

Question:

Who, within your team and network could prove to be a more agreeable practice candidate? Get used to using the model 'safely' before applying it to the more resistant members of your team.

Time Management - Check out the Self-Teach Video