

COACHING

THE RELATABLE EXPERT COACHING SCORECARD

A practical way to improve communication without turning good people into script-reading robots.

COACHING RULE

Pick one real interaction. Look for what worked. Choose one behavior to improve. Then let the employee keep their own personality, because nobody wants to talk to six identical humans in matching polos.

Interaction reviewed

Date / coach / employee

SCORE THE INTERACTION

WHAT TO NOTICE	1	2	3	4	5
FELT SEEN The person and the real concern were acknowledged.	☐	☐	☐	☐	☐
CLEAR The message was easy to follow. No jargon maze.	☐	☐	☐	☐	☐
HUMAN It sounded natural, respectful, and right for the moment.	☐	☐	☐	☐	☐
USEFUL EXPERTISE A recommendation or explanation reduced uncertainty.	☐	☐	☐	☐	☐
OWNERSHIP Responsibility was clear. Nobody was bounced into the void.	☐	☐	☐	☐	☐
NEXT STEP The interaction ended with an action, owner, and timing.	☐	☐	☐	☐	☐

TOTAL SCORE

COACH IT WITHOUT MAKING IT WEIRD

1

Start with what worked

'You slowed down and named the customer's real concern. That changed the tone.'

2

Show the effect

'When the timing stayed vague, they had to ask the same question again.'

3

Ask before advising

'What was the customer trying to accomplish? What made that moment difficult?'

4

Choose one move

'Next time, name a specific update time, even if the final answer is not ready.'

5

Practice it once

Say the sentence out loud. Awkward practice now prevents an awkward customer moment later.

6

Follow up

Notice the next attempt and say what improved. Coaching without follow-up is just a meeting.

FEEDBACK NOTES

What worked

One behavior to practice

The exact words or action to try

Where and when it will be practiced

Follow-up date

REMEMBER

The goal is not a perfect script. The goal is a capable human who can read the moment, make the complicated stuff easier, and do what they said they would do.