

# Coaching Questions

## AccoUNTable Supervisor Program



This program will provide your employee with crucial learning and networking as it pertains to people-first leading within the culture and context of UNT System-wide; developing supervisory skills that have an impact on our employees, students, and the greater community. Those who commit to this program and its requirement enjoy the honor of calling themselves an “AccoUNTable Supervisor”.

### Overview

Your employee must have supervisor approval to participate. As champion to your employee’s participation, you will commit to coaching them and to granting them time to attend the required hours of Core 5 initial training (eleven hours) and the on-going quarterly development (two hours each quarter) after their designation is obtained.

Sessions will be in-person and two (2) hours each. One exception is the employee relations & compliance session, which is three (3) hours.

A Core 5 Session will be offered once approximately three (3) weeks in order for the cohort to complete in around three (3) months. Schedules are released in advance.

Feel free to use this Coaching Questions sheet as a helpful discussion guide for you and your employee. These questions can help them to share with you what they have learned in their Core 5 sessions. These questions can also help aid in planning how to start using their new knowledge with their teams.

No matter if you choose to use this guide or not, we do recommend you integrate coaching around their program learning into your one-on-ones and on-going coaching/feedback.

#### The Core 5 Sessions:

- *Better Together: From Value to Action*
- *Caring & Creative Supervisors*
- *Communication & Conflict Competence*
- *Employee Relations & Compliance Considerations*
- *Supervising Strategically*

### Caring and Creative Supervisors

In this session, we explore techniques for fostering motivation/engagement with employees and teams.

#### Coaching Questions:

- Even with heavy workloads, how can you help your team members stay energetic and engaged in their work?
- From your learning, what actions can you take to make sure your team members feel appreciated?
- What is your plan to integrate career development conversations into your meetings with your team members?
- In what ways can you be more flexible and creative as a supervisor?

### Communication and Conflict Competence

Here, we provide supervisors an opportunity to develop their skills in navigating difficult topics and resolving conflict in a professional and effective manner; creating an environment of trust, improved relationships, and respectful civility.

#### Coaching Questions:

- Based on what you learned, what are 3 aspects to effective communication?
- How will you help build a sense of collaborative spirit and team work with the group that you supervise?
- Reflect on a previous experience with conflict, what could you have done differently based on your newfound knowledge?
- How will you manage difficult conversations and behaviors going forward?



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## Human Resources

### Employee Relations & Compliance Considerations

This comprehensive session will provide a high-level overview on a variety of employee relations and compliance matters that are necessary for supervisors to understand within their role and in order to avoid potential liability.

#### Coaching Questions:

- What was something you learned about compliance that you had not know before the session?
- What do you feel is most important when handling employee relations issues?
- Why is the learning critical to your role as a supervisor? How will you use it?
- Why is effective communication so important in respect to this topic?

### Better Together: From Value to Action

Your employee explored our value of, "Better Together" during this networking session. Through vibrant discussions and shared insights with peers, they brainstormed strategies for fostering a workplace where everyone thrives.

#### Coaching Questions:

- What is the importance of the value, "Better Together" and its significance in fostering a culture of collaboration within your team?
- What are a few strategies to support belonging, relationship building, and connection on your team?
- What was the benefit to expanding your professional network during that session?

### Supervising Strategically

Supervisors will learn skills that will help them to convey direction and purpose to their teams. They will review how to communicate overall alignment with our mission and vision, while establishing accountability, with their employees.

#### Coaching Questions:

- How can you help navigate your employees through change while leading strategically?
- Name three ways you might help your team member understand their role's purpose?
- What's the most important thing to do when sharing goals or your vision?

### Other Questions or Notes

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