

Coaching Questions

AccoUNTable Supervisor Program



This program will provide your employee with crucial learning and networking opportunities 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. Participants who commit to this program and its requirement enjoy the honor of calling themselves an “AccoUNTable Supervisor”.

Overview

Your employee must have your approval as their supervisor to participate in the program. As a 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” sessions (eleven hours) and the on-going quarterly development (two hours per quarter) after their designation is obtained.

All sessions will be in-person for two (2) hours each with the exception of the Employee Relations & Compliance session, which is three (3) hours.

A Core 5 session will be offered once approximately every three (3) weeks in order for the cohort to be completed in less than 100 days. The cohort schedule will be provided in advance.

Feel free to use this Coaching Questions Guide as a resource to discuss the program with your employee. These questions can help them share with you what they have learned in their Core 5 sessions. These questions can also assist them in planning how to best use their newfound knowledge with their teams.

Whether you choose to follow this guide or not, we do recommend that you integrate coaching around

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

In this session, we provide supervisors with 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 have learned, what are three (3) components of effective communication?
- How will you help inspire a collaborative spirit and promote team work with the group that you supervise?
- Reflect on a previous experience with conflict, what could you have done differently based on what you have learned?
- How will you manage difficult conversations and behaviors going forward?



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Human Resources

Employee Relations & Compliance Considerations

In this session, we offer a high-level overview on a variety of employee relations and compliance matters that are necessary for supervisors to better understand their role and avoid potential liability.

Coaching Questions:

- What is something you learned about compliance that you did not know before the session?
- What do you feel is most important when handling employee relations issues?
- Why is this information 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

In this session, supervisors explore our value of, "Better Together" during an intentional networking session. Through vibrant discussions and shared insights with peers, they brainstorm strategies for fostering a workplace where everyone thrives.

Coaching Questions:

- What is the significance of the value, "Better Together"? Why is it essential in fostering a culture of collaboration within your team?
- What are a few strategies that you can utilize to support belonging, relationship building, and connection on your team?
- What is the benefit of expanding your professional network?

Supervising Strategically

In this session, supervisors learn skills that will help them to convey direction and purpose to their teams. They will review how to communicate over-all alignment with our mission and vision, while establishing accountability with their employees.

Coaching Questions:

- How can you help lead your employees through change while leading strategically?
- Name three (3) ways you might help one of your team members better understand the purpose of their role?
- What's the most important thing to do when sharing goals or your vision?

Other Questions or Notes

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