

THE FIVE COACHING QUESTIONS EVERY FRONTLINE MANAGER SHOULD ASK

FRONTLINE MANAGERS:

Ask yourself these questions to help identify meaningful coaching opportunities, address barriers to strong performance, and turn everyday observations into focused employee development.

1

Where is execution becoming inconsistent?

Consistency is often a stronger predictor of long-term performance than isolated successes.

2

Which behaviors create the greatest impact?

Not every coaching opportunity carries equal value. Prioritize behaviors that improve: Customer relationships, service quality, ownership, follow-through, and problem resolution.

3

What patterns are emerging?

One missed opportunity may be isolated. Repeated patterns indicate a coaching opportunity.

4

What obstacles are employees experiencing?

Coaching should uncover barriers, as well as reinforce expectations.

5

How will improvement be measured?

Employees should leave every coaching conversation with clear next steps to improve their performance..

Use this worksheet to guide your next coaching conversations and define clear, measurable steps for improvement.