



# COACHING

100% day to day ongoing continuous  
 full participation feedback  
 styles unique  
 techniques support take give  
 ideas

improvement development  
 commit

# APPLY

twice chapters read  
 plan action  
 approach

record progress  
 review skills  
 apply ideas  
 principles  
 successes  
 tools

highlight skim detail notes

# BENEFITS

contribution full involvement teamwork development knowledge satisfying  
 participation co-operation support formal informal skills individuals teams  
 two way  
 passes on increase  
 rewarding fun!

# WHY?

people focus  
 delayering reducing employee numbers  
 results demands shift cultures population  
 changes constant many  
 requirements business  
 2017 20