

Start

Let people know up front what you are going to do to help them win.



ONE MINUTE GOALS

- Make it clear what the goals are.
- Show what good behavior looks like.
- Put each goal on one page.
- Quickly review goals frequently.
- Encourage people to notice what they're doing, and see if it matches their goals.
- If not, urge them to change what they're doing and win.



Goals Achieved
(or any part of the goals)

You Win!



ONE MINUTE PRAISINGS

- Praise the behavior.
- Do it soon. Be specific.
- Say how good you feel about it.
- Pause to let people feel good too.
- Encourage them to keep up the good work.



**Proceed with
More Success**



Goals Not Achieved

You Lose

To Help You Win



ONE MINUTE RE-DIRECTS

- Re-clarify & agree on goals.
- Confirm what happened.
- Describe the mistake soon.
- Say how you concerned you feel.
- Pause to let people feel their own concern.
- Tell them they're better than the mistake & you value them.
- When it's over, it's over.



**Proceed to
Better Performance**

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