

Are you being S.A.F.E.?

1. Adjective
2. Noun - Plural
3. Adjective
4. Adjective
5. Verb - Base Form
6. Noun
7. Adjective

Are you being S.A.F.E.?

Long before the S.A.F.E. Coaching Model, coaching was very Adjective.

New Noun - Plural didn't feel Adjective in their jobs, were never given feedback, and didn't see their jobs going anywhere! How scary is that?

Luckily, we have the S.A.F.E. Coaching Model now! The S.A.F.E. Coaching Model showed us how to be

Secure, Aware, think about our Future, and Empower others! That is what makes someone an Adjective coach!

So, let me explain what the S.A.F.E. Coaching Model is so you know!

"S" stands for secure! We want to be clear, honest, and direct when coaching so that the new hires feel comfortable, trust us as coaches, and have clear expectations of what needs to be done in order to "Do Things Right"!

"A" stands for awareness! As a coach, it is our responsibility to be "present" during a coaching session. We want to be aware when a new hire makes a mistake, or when they do something great!

"F" stands for future! We want to encourage our new hires to think about their future with the Contact Center and Wawa to see where they want to be! We want to _____ Verb - Base Form positive behaviors and give corrective _____ Noun when necessary.

"E" stands for empower! How does it feel when you get a compliment on a project or task you worked hard on? I'm sure it felt _____ Adjective! Empower new hires to use the skills that they have to their advantage to improve their overall performance!

Now that you know what the S.A.F.E. Coaching Model stands for, use it to help new hires feel inspired and aware!