

Banking Managers as Effective Coaches

is a

Win-Win-Win



One manager can make or break a team. A group of managers leading front-line employees can make or break a financial institution.

Front-line Team Members

Front-line team members want to be coached. They want to learn and grow. But are they being heard by their manager on a regular basis?



Managers

Most banking managers say they are confident in their ability to coach their teams. But how capable and effective are they? How much time do they have for coaching?

Banking Executives

They say they expect all their managers to coach their direct reports. But are they holding the managers accountable? How are they evaluating their managers' effectiveness as coaches?



Making it work



Front-line team members need weekly, meaningful coaching interactions.



Front-line team members want to develop new skills and grow.



Managers need time and proper resources for effective performance coaching.



Managers need upskilling to be coaches.



Banking executives need visibility into the coaching interactions.



Banking executives need to hold their managers accountable for coaching.

Make your Managers Effective Coaches

[Learn more](#)