

# INSIGHTS

In a results-driven world, what's my job?

## From Boss to Coach

### THE STORY:

Your organization is becoming results driven which changes the role everyone needs to play to be successful. Your employees are being asked to make the shift from repeating the work to improving the work and so how are you going to help?

### INSIGHT:

The transition requires that managers shift from “telling” people what to do to “supporting” their learning, a huge shift in the role of the manager. New skills are needed and the core skill is to learn to use questions as a means of teaching because questions cause people to think and discover for themselves.



### A Good Coach Teaches with Instructive Questions

What data do we have on the problem?

Can you describe the problem to me using some sort of measure?

How would you know this problem was solved?

Are you convinced you have proven the root cause with data?



### Results Driven Government – on the journey to Level Three Government



#### WANT TO LEARN MORE:

The Results-Driven Manager  
The MasterClass

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From the author of *Government That Works*, the most authoritative book on state government operations

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